# :: LinkPoint AIO

Application ID: L3FRR31

# User Manual

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LinkPoint® INTERNATIONAL

# *LinkPoint® 3000/AIO*

## *REFERENCE MANUAL*
## *RETAIL/AVS/PURCHASING*
## *CARD/RESTAURANT APPLICATION*

## *APPLICATION ID: L3FRR31*

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Version 1.0 0402

**LinkPoint® 3000/AIO Reference Manual**
**FDMS Omaha; Application ID L3FRR31**
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Manual Number 1.0

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**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide a reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at the user's expense.

**Caution:** Danger of explosion if lithium battery is incorrectly replaced. Replace only with the same of equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

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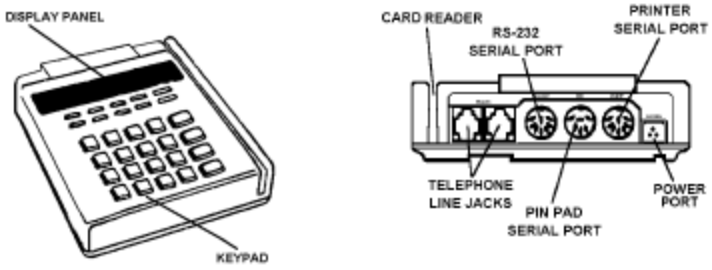
## INTRODUCTION

Congratulations on your choice of the LinkPoint® point-of-sale (POS) terminal. Whether you purchased the LinkPoint 3000 or the All-In-One (AIO™) the LinkPoint is ideal for the retail needs of you and your merchants. Scientifically engineered to exceed the quality found in current terminal technology, the LinkPoint combines user-friendly operation with "soft," programmable functions. The screen-addressable keys and an innovative backlit display panel make the terminal operation quick and easy. The LinkPoint 300 is compatible with all major printers, while the AIO contains a high-speed, integrated thermal printer. Both terminals also contain additional serial ports for PIN pads, check readers and other peripherals.




LinkPoint 3000

**Figure 1**

LinkPoint AIO ™)

**Figure 2**

This manual includes step-by-step guides through specific transactions and operations, and shows how to keep the terminal in peak operating condition. It was designed to assist FDRMS, its Help Desk and bank/ISO clients. Words that appear in capital letters and brackets, [LIKE THIS], stand for keys on the terminal keypad. Words that appear in capital letters without brackets, LIKE THIS, stand for display messages.

### *Printers*

The LinkPoint 3000 terminal supports all major terminal printers. The LinkPoint 3000 is compatible with: LinkPoint's PrintPoint 1000, 3000, VeriFone's P250, P900, PrintPak 350 and Citizen's iDP562 printers. Printers attach easily to the LinkPoint 3000 terminal with a connecting cable. If a merchant does not use an electronic printer, a manual imprinter is normally provided to produce transaction records for both the merchant and the customer.

### *PIN pad Devices*

The application programmed in the LinkPoint terminals support VeriFone PINpads 101, 1000, 201, 2000 and the LinkPoint BankPoint for debit transactions. PIN pads attach easily to the PIN pad connector on the back of the terminal (please refer to the separate PIN pad manual for installation and operating instructions). The Master/Session encryption method is supported.

### *Check Readers*

The LinkPoint terminals support Magtek check readers for check warranty services.

## GETTING STARTED

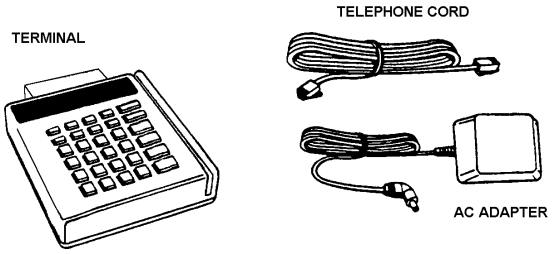
### *Unpacking*

Carefully inspect the shipping carton and its contents for any damage that may have occurred during shipping. If the terminal is damaged, file a claim immediately with the shipping company or carrier and notify LinkPoint International.

**Do not try to use a damaged terminal!**

To unpack the LinkPoint:

1. With the shipping carton right side up, open the carton's lid.
2. Lift the terminal, its AC adapter and line cord with modular plugs up and out of the box.
3. Remove the terminal from its protective bubble wrap and place the bubble wrap back in the shipping carton. Remove the AC adapter from its protective box and return the box to the shipping carton. Close the shipping carton and save the shipping materials so that the unit can be repacked for shipping or moving in the future.
4. Place the terminal on a desk or tabletop. When choosing a place for the LinkPoint terminal, avoid areas with:
   - Direct sunlight or objects that radiate heat
   - Excessive dust
   - Electrical devices that cause excessive voltage variations such as air conditioners, space heaters, fans, or high-frequency security devices



LinkPoint 3000 Shipping Carton Contents LinkPoint AIO Shipping Carton Contents

**Figure 3**

### *Installation*

Installing the LinkPoint terminal is simple and requires no tools.

To install the LinkPoint 3000:

1. Connect the AC adapter's triangular end to the power input at the rear of the LinkPoint 3000 terminal (Figure 4).

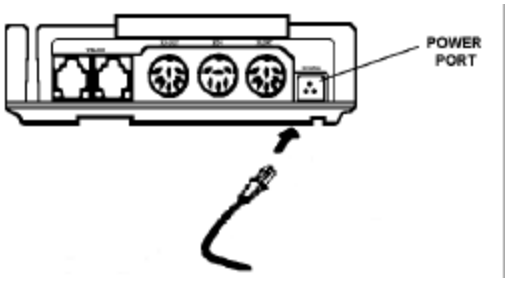



**Figure 4**

2. Plug the adapter into a 120-volt electrical outlet (Figure 5) or into a quality surge suppressor.

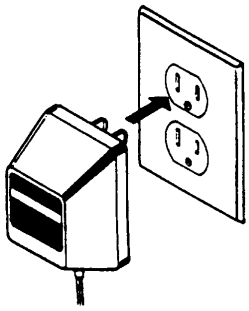


**Figure 5**

3. Insert one end of the telephone line cord into one of the modular jacks at the rear of the terminal. Insert the other end of the line cord into a modular telephone wall jack, just as one would connect a telephone (see Figure 6). The modular plug may be inserted directly into the wall jack or use a 4-prong adapter (not included) for older 4-prong jacks.

**Note:** A standard telephone may be connected to the other modular jack at the rear of the terminal.

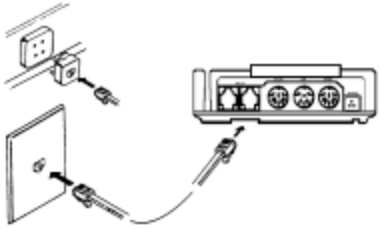


**Figure 6**

4. If the PrintPoint 1000, 3000, VeriFone P250, P900, PrintPak 350, Citizen iDP562, iDP3530 or other compatible printer is used with the LinkPoint 3000 terminal, please refer to the manual packaged with the printer for installation and operating instructions.
5. When the terminal is plugged in, it will display the message APP. NOT AVAILABLE (unless an application is pre-downloaded).

To install the LinkPoint AIO :

1. Find the power input on the back of the AIO terminal near the paper tray (see Figure 7).

**Figure 7**

3. Connect the male AC adapter plug to the power input at the rear of the terminal (see Figure 8). The black sleeve that surrounds the plug has a round area that is unmarked and a flat area that is marked with an arrow. **In order to connect the power adapter, please note that the plug must be turned upside down, so that the flat area of the sleeve is facing down. The arrow must turned down and pointing toward the terminal before the cord can be inserted properly.** The sleeve acts as a lock to secure the plug to the terminal. Please note that if the cord must be disconnected from the terminal, the sleeve must be slid back in order to disconnect the plug.

**Figure 8**

4. Plug the adapter into a 120V electrical outlet or into a surge suppressor (see Figure 9).

**Figure 9**

4. Connect one end of the telephone line cord into one of the modular jacks underneath the terminal. Thread the phone cord through its designated channel as shown in Figure 10. Insert the other end of the line cord into a modular telephone wall jack just as you would to connect a telephone. The modular plug may be inserted directly into the wall jack or into a four-prong adapter (not included) for use with older four-prong jacks.

**Note:** You may connect a standard telephone to the other modular jack underneath the terminal.

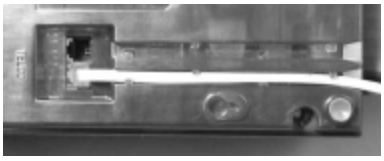


**Figure 10**

5. When the terminal is plugged in, it will display an idle message (i.e., App. Not Available).

***Maintenance***

The LinkPoint system does not need preventive maintenance. However, LinkPoint International does recommend periodic cleaning of the keypad, using a soft brush to remove any dust. Because the terminal can be damaged by liquids, do not spray liquid cleaners directly on the terminal. Always apply the cleaner to the cloth before cleaning the terminal. To avoid costly downtime, LinkPoint International also recommends protecting the terminal with a surge protector.

***Returning the Terminal for Service***

LinkPoint International has both warranty and non-warranty terminal services. Refer to your sales agreement for specific details on coverage. To repair or replace the LinkPoint terminal, contact LinkPoint International.

## TERMINAL FEATURES

*Application Software Features — General*

- *Invalid batch sequence errors are resolved via the merchant calling their service provider help desk.*

- *Split dial "authorization only" request functionality for American Express and Discover/NOVUS card transactions have been added. Downloadable parameters are now available for primary and secondary dial-up phone numbers and the terminal ID.*

- *New local functions: a) view last three host responses ([ENTER] [4][0]); b) view last three settled batches ([ENTER] [4][4]); c) deposit inquiry/batch update ([ENTER] [5][0]).*

- *Local functions now with password protect capability are: a) change batch number ([ENTER] [4][7]), b) view last three settled batches ([ENTER] [4][0]), c) view last three host responses ([ENTER] [4][4]), d) deposit inquiry/batch update ([ENTER] [5][0]).*

- *At the terminal level, debit transactions will follow the same item number sequence as credit card transactions, i.e. item 001…010, etc., rather than being tracked, printed and displayed as items 999, 998, 997…etc. as was the convention in past application versions.*

- *Track 2 data is always transmitted to the host on swiped transactions, unless track 2 is damaged (then track 1 data is sent). The name is pulled from track 1 for printing on receipts.*

- *Check reader functionality for both TeleCheck ECA and Authorization Only check services.*

- *New Zontalk download parameter (#CODE) that is used to send a bank's or merchant's unique 'CODE' to the terminal. This code will then be used by the application to create the download password within the terminal. The password changes periodically.*

- *Predial capability to reduce transaction time.*

- *Special dial string codes to enable the terminal to dial out under special circumstances such as multiple terminals on one phone line or multiple phone line systems.*

- *SprintNet Dial protocol added for FDR host connectivity.*

- *The [BACKSPACE] key can be used to either delete a key-in error or to return to the previous prompt.*

- *The terminal keyboard may now be "locked" to prohibit unauthorized data entry ([ENTER] [5][2]).*

- *The terminal clock can be set to automatically change for Daylight Savings Time.*

- *The terminal calendar automatically recognizes leap year.*

- *A feature that allows a code printed on the back of a customer's credit card called Card Verification Value (CVV2) on VISA cards and Card Validation Code (CVC2) on MasterCards to be entered during Sale and Authorization Only transaction processing. The Card Verification Value (CVV2) and the Card Validation Code (CVC2) is a three or more digit number that immediately follows the account number normally printed on the signature panel on the back of the VISA and MasterCard. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.* ***On the terminal and throughout this manual, both values will be referred to as CVV2 only****.*

- *Merchant and customer copies of receipts now print separately. This allows, in accordance with certain state laws, truncated (only last four digits visible) credit card numbers and truncated merchant account numbers to appear ONLY on customer receipt copies. The credit card expiration date does not appear on customer receipt copies.*

***The following functions and features are also available in the earlier applications. Some of them have now been revised or modified.***

- *An item review feature with the capability of reviewing all transaction details, including each transaction's actual date and time.*

- *The ability to view the terminal totals by card type or individual transaction details by item number.*

- *The numbering of all captured transactions for easy review.*

- *A default READY message on line 1 of the display that tracks (decrements) the number of transactions available in the current batch.*

- *Six custom header lines for receipts and reports, as well as three flexible customer agreement lines and two trailer message lines.*

- *Easy-to-read descriptions of the transaction details, displayed through item review, detail or summary reports.*

- *The display message on line 1 and line 2 may be customized. Pressing [CLEAR] will cause the line 2 display to alternately display the custom message and the default date/time display.*

- *Operator identification (up to four numeric characters) for clerks or employees who operate the terminal. Host accommodates a two-digit ID.*

- *Pre-print does not include the cardholder information for confidentially purposes—such information prints only when a transaction is accepted or approved.*

- *The ability to view and enter dial prefix or dial suffix from the terminal keypad.*
- *The capability of reading both track 1 and track 2 card data to allow printing of the cardholder's name under the signature line on credit card receipts. This feature also enables the terminal to accept ATM/debit cards.*
- *LinkPoint BankPoint and VeriFone PIN pad 101/1000 and 201/2000 capability, configured through the download.*
- *Cash-back and tiered transaction fee options available with ATM/debit processing.*
- *Debit card reprint functionality.*
- *Special instructional reminders on the display and on the receipts: "Imprint Required" message on keyed transactions; "Authorization Required" message on ticket only transactions; "Not A Complete Sale" on authorization only transactions.*
- *LinkPoint 3000 is compatible with PrintPoint 1000, 3000, VeriFone's P250, P900, PrintPak 350 and Citizen's iDP 562, iDP 3530.*
- *A summary report that prints separate bankcard, credit card, ATM/debit and check processing transactions.*
- *Batch summary report printing or displaying grand totals, subtotals for each card type, single-line item details, debit item details and totals, etc.*
- *Merchant ID "view-only" function ([ENTER] [4][8]).*
- *Function to change the device ID (when the batch is closed or cleared) and the FDRMS host telephone numbers ([ENTER] [4][8]).*
- *Fraud control features (i.e., display swiped card number, prompt for entry of the last four digits of a credit card and AVS).*
- *Password protect features, such as one parameter (#PSWD0) to establish the password; a second parameter (#PSWD1) to activate the password prompt for most transactions and local functions.*
- *Double entry requirement to confirm amounts entered for a specific amount and or greater.*
- *The terminal ATM/Debit feature can support either Master/Session or DUKPT PIN pad programming.*
- *Basic calculator functions that allow both viewing and printing of calculations from the idle prompt by pressing [0].*

***RETAIL***

- *Account ranges are available to customize options for each card type via Zontalk downloads. The options are a) AVS, b) direct marketing, c) purchasing card [includes customer code and tax], d) invoice number and e) CVV2.*

- *A new parameter option #RTIP which is used by retail businesses like beauty salons to add tips to retail transactions.*

- *#INVOICE, #PTAX, #PCARD, #CVV2, and #DM parameters are now universal overrides which, when enabled, take precedence over the options enabled within each account range option setting.*

- *The customer code field for MasterCard and VISA purchasing card transactions now allows for entry of a maximum of 17 alphanumeric characters. This field is now separate from the order number field.*

- *The new #DM (direct marketing) Zontalk parameter replaces the role of the #PAVS parameter as it was used in previous LP 3000 retail applications. This parameter also serves as an override to the "direct marketing" option in the account ranges.*

- *The #PAVS parameter is no longer available; the #DM parameter may be used in its place.*

- *Retail Tip option allows businesses, such as beauty salons, to conveniently process transactions that include gratuities. This is activated by enabling the #RTIP parameter via a download (full or partial).*

***RESTAURANT***

- *A [SALE] key used for dine-in, bar tab and take-out transactions.*

- *A special [+] labeled [ADJUST] key to add tips and close out bar tabs.*

- *The option to add tips by server ID or by item number.*

- *A missing tip report at close and the ability to correct a tip amount before closing the batch.*

- *An open bar tab report.*

- *Allows entry of server identification numbers (up to four digits).*

- *Produces individual server and server totals reports.*

- *Option to adjust tip using server ID or item number.*

- *A special optional report can be produced to separate dine-in, bar tab and take out sales.*

- *Bar tab feature revised: a new authorization can be obtained during the bar tab settlement when the final bar tab amount is more or less than 10% of the original authorized amount.*

- *Ability to adjust a transaction amount to add incidentals like dessert or coffee to the original ticket (may require password for access).*

- *Enhanced item detail report to include all debit card transaction details, i.e., food/beverage, tip, cash back, surcharge and total.*

***Hardware Features***

The primary hardware components of the LinkPoint terminal are the display panel, the card reader and the keypad. Their features are detailed below in the description of each component.

***The Display Panel***

Each LinkPoint terminal has a built-in display panel capable of displaying up to 20 letters or numbers (See Figure 11). The backlit characters and plastic screen enhance readability while reducing glare. The 20-character, two-line display easily accommodates most display messages. The LinkPoint terminal also supports a scrolling feature that allows users to read messages longer than 20 characters.

**Figure 11**

***The Card Reader***

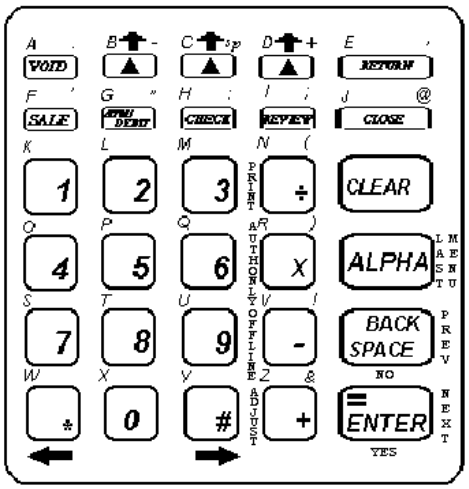
The LinkPoint terminal includes a dual track magnetic card reader, so the terminal can read both track 1 and track 2. The card reader reads the cardholder's account number, expiration date, name (track 1 only) and security data from the magnetic stripe on the back of all major credit and bankcards.

**Figure 12**

**Note**: When sliding the card (bi-directionally), face the magnetic stripe down and away from the keypad.

### *The Keypad and Key Functions*

Transactions are performed via the terminal's keypad (See Figure 13). The keypad allows users to select transaction types and information.




Terminal Keypad
**Figure 13**

As Figure 8 illustrates, the LinkPoint 3000 terminal keypad has 30 keys that can be used to select numbers or letters, choose functions or enter data. During transactions, the number keys and the "soft" [? ] keys are used to respond to prompts or to enter alphanumeric data.

### *Entering Alphanumeric Data from the Keypad*

The LinkPoint keypad has 30 keys that can be used to enter as many as 47 different alphanumeric characters (please see chart on next page). To enter numbers and special characters (i.e., +) simply press the appropriate key. Alpha characters can be entered in one of two modes: single or locked. The "single" mode is selected by pressing the [ALPHA] key once followed by the corresponding character key. For example, to enter the letter "A" press [ALPHA] [VOID] and "A" will display. The "locked" mode is selected by pressing the [ALPHA] key twice followed by the corresponding character keys. For example, to enter the word "LINKPOINT" press [ALPHA] [ALPHA] [2] [REVIEW] [÷] [1] [5] [4] [REVIEW] [÷] [8] and "LINKPOINT" will appear. To release the "locked" upper case mode, press the [ALPHA] key once.

| LINKPOINT ALPHA/SYMBOL ASSIGNMENTS | | |
|---|---|---|
| **Key Assignment** | **ALPHA MODE [ALPHA] is depressed once or twice prior to pressing the corresponding key** | **Symbol displayed when pressing the corresponding key directly (NO ALPHA KEY)** |
| [VOID] | A | . (period) |
| Left Green [? ] | B | - (hyphen) |
| Center Green [? ] | C | Space |
| Right Green [? ] | D | + |
| [RETURN] | E | , (comma) |
| [SALE] | F | ‘ (apostrophe) |
| [ATM/DEBIT] | G | “ (quote) |
| [CHECK] | H | : (colon) |
| [REVIEW] | I | ; (semi-colon) |
| [CLOSE] | J | @ (“at”) |
| [1] | K | 1 |
| [2] | L | 2 |
| [3] | M | 3 |
| [÷] | N | ( |
| [4] | O | 4 |
| [5] | P | 5 |
| [6] | Q | 6 |
| [x] | R | ) |
| [7] | S | 7 |
| [8] | T | 8 |
| [9] | U | 9 |
| [–] | V | ! |
| [*] | W | * (asterisk) |
| [0] | X | 0 |
| [#] | Y | # (pound) |
| [+] | Z | & (ampersand) |

***LinkPoint 3000 Specifications***

| | |
|---|---|
| **Microprocessor** | Z180 CPU operating at 12.288 MHz |
| **Memory** | 128k EPROM and 256k battery-backed RAM (standard); up to 1 megabyte (optional) |
| **Display** | Two-line<br>20 character<br>LCD back-lit display |
| **Keypad** | 30 key alphanumeric keypad<br>Audio feedback tone (short tone for legal key entry, longer tone for illegal key entry) |
| **Card Reader** | Track 1 and track 2, bi-directional magnetic stripe card reader |
| **Communications** | Internal modem with modular jack<br>Standard Bell 103/212A series, V.21 and V.22 high-speed dial-up modem, 300 and 1200 baud |
| **Peripheral Ports** | 3xRS232 serial ports for PIN pad, roll printers, slip printers, bar code wands, etc. |
| **Power Connector** | Three-pin male-DIN power connector |
| **Telco Connector** | Six-position modular jack |
| **Operating Environment** | 32º to 104º F, 0º to 40º C<br>Humidity: 5% to 90% relative humidity; no condensation |
| **Power Requirements** | Voltage: 120 volts AC, 60 HZ<br>Power: 10W<br>Adapter Output: 9 VAC, 1.2 amps<br>Consumption: 450 mA, idle; 500 mA, off-hook status |
| **Dimensions** | Height: 1.98 in (50.4 mm)<br>Width: 5.60 in (143.1 mm)<br>Depth: 6.50 in (165.4 mm) |
| **Weight** | Shipping Weight: 2.74 lb. (1.24 kg) |

***LinkPoint AIO Specifications***

| | |
|---|---|
| **Card Reader** | Track 1 and track 2, bi-directional magnetic stripe card reader, track 1, 2 and 3 available upon special order |
| **Communications** | Internal modem with 2 RJ-11 modular jacks<br>Standard asynchronous/synchronous;<br>300/1,200/2,400 bps standard Bell 103/212A series, V.22 BIS |
| **Dimensions** | Height: 3.16 in (80.32 mm)<br>Width: 5.86 in (149 mm)<br>Depth: 9.66 in (244 mm) |
| **Display** | Two-line<br>20 character<br>LCD back-lit display |
| **Keypad** | 30 key alphanumeric keypad<br>Audio feedback tone (short tone for legal key entry, longer tone for illegal key entry) |
| **Memory** | 1 MB total; 512k battery-backed RAM; 512k flash |
| **Microprocessor** | Z180 CPU operating at 12.288 MHz |
| **Operating Environment** | 32º to 104º F, 0º to 40º C<br>Humidity: 10% to 90% relative humidity; no condensation |
| **Peripheral Ports** | 1 6-pin DIN port for PIN pads, smart-card readers or bar-code wands and 1 8-pin RS232 serial port for check readers, etc. |
| **Power Connector** | 4-pin |
| **Power Requirements** | Voltage: 100-240 VAC (switching power supply), 50/60 Hz 0.8A<br>Power consumption: 350 mA, 2A during printing<br>Power adapter output: 7.5 VDC, 3 A (22.5 W) |
| **Printer** | Fixed thermal printhead<br>“EZ-load” drop-in paper loading system<br>Speed: 14 lines per second<br>Paper: Standard thermal roll, single-ply<br>Appleton 1012 sheet (recommended)<br>Paper width: 2.25-inch (58-mm)<br>Paper roll diameter: 1.9-inch (48-mm) maximum<br>Open cover/paper out sensor<br>Graphic printing capability<br>13 International character sets<br>Mechanical life: 15 million lines |
| **Telco Connector** | 2 Six-position modular jacks located on base of unit; telephone line uses a 26 AWG (minimum) gauge cord |
| **Weight** | Shipping Weight: 3.4 lb. (1.54 kg) |

**BOOT MODE FUNCTIONS**

The LinkPoint boot mode allows access to certain operating system, hardware, and diagnostic functions, including: date and time setup, terminal diagnostics, clear memory (application and data), port setup and application download. Application download procedures are covered in detail beginning on page 34. This section explains how to:

1. Set the correct date and time
2. Use terminal diagnostics
3. Setup ports
4. Erase the RAM

✓ **If the LinkPoint displays APP. NOT AVAILABLE on line 1 of the screen and TIME LOAD SETUP on line 2, it is already in boot mode. When in boot mode with an application already loaded, line 1 displays CLEAR TO RESUME, while the display on line 2 is also TIME LOAD SETUP**.

***Boot Mode Passwords***

- If an application is already downloaded into the LinkPoint terminal (i.e. display reads READY XXX), the procedure to gain access to the boot mode is: **hold down [ALPHA], press [7] [1] [3] [9] and release [ALPHA].**

- In the boot mode, if the LinkPoint terminal prompts for password entry, key in the default password **[4] [6] [5] [1] [0] [7] [0] and press [ENTER]**. **If the terminal was configured for a unique download password,** key in the unique password that can only be obtained from the FDRMS Help Desk or the password assigned by the bank/ISO.

***Cold Boot***

The cold boot feature can be used to clear the terminal's memory (RAM). This feature should always be used under the guidance of a qualified service representative and should only be done to clear a corrupted application or to perform download tests. To access this feature, unplug the terminal's power cord, hold down the [CLEAR] key, plug in the power cord, then release the [CLEAR] key.

| **Display Message** | **Operator Action** |
|---|---|
| Enter password:<br>[? ] [? ] [? ] | Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank/ISO or FDMS Help Desk and press [ENTER]. |
| CLEAR to cold start<br>Any other to resume<br>[? ] [? ] [? ] | Press the [CLEAR] key to erase the memory (RAM) or any other key to reboot the terminal. |

| **Display Message** | **Operator Action** |
|---|---|
| Model, App Ver, App Date | Press the [*] key to reset the terminal to the |

| | |
|---|---|
| Select Test Number<br>[? ] [? ] [? ] | APP. NOT AVAILABLE display. |

### *Date and Time Setup*

To set the correct date and time follow the procedures outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-99 SUN 10:30P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the left [? ] key to select TIME. |
| 01/03/99 10:30:41<br>Date Time<br>[? ] [? ] [? ] | Press the left [? ] key to select DATE. |
| Enter password:<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password and press [ENTER]. The unique password may be obtained through the bank /ISO or FDRMS Help Desk. |
| Enter new date<br>MM/DD/YY<br>[? ] [? ] [? ] | Key in the correct date and press [ENTER]. |
| 01/03/00 10:30:41<br>Date Time<br>[? ] [? ] [? ] | Press the right [? ] key to select TIME. |
| Enter new time<br>HH:MM<br>[? ] [? ] [? ] | Key in the correct time using 24-hour format (i.e., 3:30p.m.=[1][5][3][0]) and press [ENTER]. |
| 01/03/00 11:30:00<br>Date Time<br>[? ] [? ] [? ] | Press [CLEAR] twice to reboot terminal and return to the Ready prompt. |

### *Printer Port Setup*

To change the printer port factory defaults follow the steps outlined below. The default settings in the LinkPoint 3000 are compatible for use with most LinkPoint, VeriFone, and

Citizen printers. **THERE IS USUALLY NO NEED TO CHANGE THESE SETTINGS**. Standard Default setting: Baud=9600, Parity=Even.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the right [? ] key to select SETUP. |
| Setup<br>Ports Model Test<br>[? ] [? ] [? ] | Press the left [? ] key to select PORTS. |
| Port setup<br>Printer RS232 PINpad<br>[? ] [? ] [? ] | Press the left [? ] key to select PRINTER. |
| Printer setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the left [? ] key to select BAUD to change the printer baud rate. |
| Current baud: 9600<br>1200 2400 9600<br>[? ] [? ] [? ] | Select the correct baud rate. Press the [? ] key below your choice to select it and press [CLEAR]. |
| Printer setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the right [? ] key to select PARITY. |
| Current parity: Even<br>Even None Odd<br>[? ] [? ] [? ] | Select the correct parity. Press the [? ] key below your choice to select it and press [CLEAR] five times to reboot the terminal. |

### *RS232 Port Setup*

To change the RS232 port factory defaults follow the steps outlined below. The default settings are designed to be used for direct RS232 and Master-Slave (POS-to-POS) downloads. Standard Default: Baud=19200, Parity=None. **There is usually no need to change these settings**.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the right [? ] key to select SETUP. |
| Setup<br>Ports Model Test<br>[? ] [? ] [? ] | Press the left [? ] key to select PORTS. |
| Port setup<br>Printer RS232 Pinpad<br>[? ] [? ] [? ] | Press the middle [? ] key to select RS232. |
| RS232 setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the left [? ] key to select BAUD. |
| Current baud: 19200<br>1200 2400 9600<br>[? ] [? ] [? ] | Select the correct baud rate (default is 19200). Press the [#] key to see other options. Press the [? ] key below your choice to select it and press [CLEAR]. |
| RS232 setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the right [? ] key to select PARITY. |
| Current parity: None<br>Even None Odd<br>[? ] [? ] [? ] | Select the correct parity (default is None). Press the [? ] key below your choice to select it and press [CLEAR] five times to reboot the terminal. |

### *PIN pad Port Setup*

To change the PIN pad port factory defaults follow the steps outlined below. The standard default settings are: Baud=1200, Parity=Even. **There is usually no need to change these settings**.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the right [? ] key to select SETUP. |
| Setup<br>Ports Model Test<br>[? ] [? ] [? ] | Press the left [? ] key to select PORTS. |
| Port setup<br>Printer RS232 Pinpad<br>[? ] [? ] [? ] | Press the right [? ] key to select PINPAD. |
| Pinpad setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the left [? ] key to select BAUD. |
| Current baud: 1200<br>1200 2400<br>[? ] [? ] [? ] | Select the correct baud rate (default is 1200). Press the [? ] key below your choice to select it and press [CLEAR]. |
| Pinpad setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the right [? ] key to select PARITY. |
| Current parity: Even<br>Even None Odd<br>[? ] [? ] [? ] | Select the correct parity (default is Even). Press the [? ] key below your choice to select it and press [CLEAR] five times to reboot the terminal. |

### *Model Number*

Follow the procedures outlined below to find out the terminal model (version) of the ROM and RAM.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the right [? ] key to select SETUP. |
| Setup<br>Ports Model Test<br>[? ] [? ] [? ] | Press the middle [? ] key to select MODEL. |
| Model 256k<br>ROM <ver> RAM<br>[? ] [? ] [? ] | Press the left [? ] key to select ROM. |
| ROM Version V01.00x<br>[? ] [? ] [? ] | Terminal displays ROM version. Press [CLEAR]. |
| Model 256k<br>ROM <ver> RAM<br>[? ] [? ] [? ] | Press the right [? ] key to select RAM. |
| RAM Version: *XXXX*<br>[? ] [? ] [? ] | Terminal displays the application (in RAM) version. Press [CLEAR] four times to reboot the terminal. |

### *Clear Memory*

This irreversible function erases the terminal's memory (RAM) and should only be accessed with the assistance of a qualified service representative. Follow the procedures outlined below to erase the terminal's RAM.

**WARNING:** After erasing the RAM, a full download must be performed to restore the application to the terminal's memory.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the right [? ] key to select SETUP. |
| Setup<br>Ports Model Test<br>[? ] [? ] [? ] | Press the right [? ] key to select TEST. |
| Test<br>Mem Clear Diags<br>[? ] [? ] [? ] | Press the left [? ] key to select MEM CLEAR. |
| Enter password:<br>_<br>[? ] [? ] [? ] | Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank/ISO or FDRMS Help Desk and press [ENTER]. |
| Clear: Are you sure?<br>Yes No<br>[? ] [? ] [? ] | Press the left [? ] key to select YES and confirm memory clear. |
| Model, App Ver, App Date<br>Select Test Number<br>[? ] [? ] [? ] | Press the [*] key to reset the terminal to the APP. NOT AVAILABLE display on the AIO terminal only. |
| App. not available<br>Time Load Setup<br>[? ] [? ] [? ] | The memory was successfully cleared. |

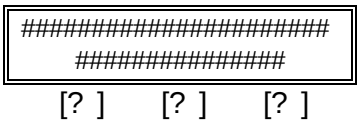
## TERMINAL DIAGNOSTICS

The LinkPoint diagnostics tests the different hardware components of the terminal. Follow the procedures outlined below to initiate the diagnostics menu. Diagnostics are intended for use primarily by repair depots, technicians and for POS support service centers.

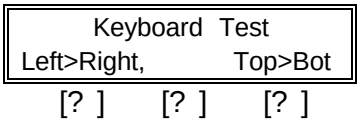
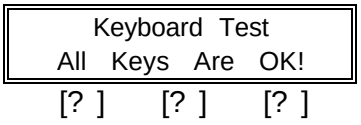
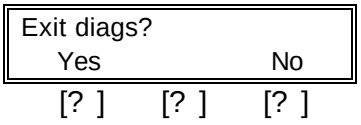
| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the right [? ] key to select SETUP. |
| Setup<br>Ports Model Test<br>[? ] [? ] [? ] | Press the right [? ] key to select TEST. |
| Test<br>Mem Clear Diags<br>[? ] [? ] [? ] | Press the right [? ] key to select DIAGS. |
| Enter password:<br>_<br>[? ] [? ] [? ] | Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank/ISO or FDRMS Help Desk and press [ENTER]. |
| Model, App Ver, App Date<br>Select Test Number<br>[? ] [? ] [? ] | At this point, the LinkPoint terminal prompts the user to choose from the ten tests it can perform. To select a test simply press the appropriate number key. |

***Display Test—Press [1]***

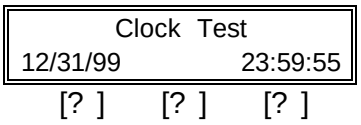
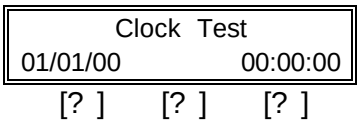
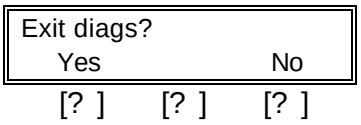
| Display Message | Operator Action |
|---|---|
| Display Test<br>[? ] [? ] [? ] | Please wait... |
| 0123456789ABCDEFGHIJ<br>KLMNOPQRSTUVWXYZ{\}^<br>[? ] [? ] [? ] | Please wait... |

| Display Message | Operator Action |
|---|---|
|  | At this point this you can press [ENTER] to continue the diagnostics testing or press [CLEAR] to exit the testing. |

***Keyboard Test— Press [2]***

| Display Message | Operator Action |
|---|---|
|  | Press every key starting from the top-left section and working to the bottom-right. |
|  | Press [CLEAR] to end keyboard test. |
|  | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

***Clock Test— Press [3]***

| Display Message | Operator Action |
|---|---|
|  | Please wait five seconds as clock changes to 01/01/00. |
|  | Press [CLEAR] to end clock test. |
|  | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

***Dialer Test— Press [4]***

| Display Message | Operator Action |
|---|---|
| Dialer Test<br>Pulse Tone<br>[? ] [? ] [? ] | Press the left [? ] key to select PULSE. |
| Dialer Test<br>Dialing With Pulse<br>[? ] [? ] [? ] | Please wait while test is performed. |
| Dialer Test<br>Dialing Complete<br>[? ] [? ] [? ] | Please wait... |
| Dialer Test<br>Pulse Tone<br>[? ] [? ] [? ] | Press the right [? ] key to select TONE. |
| Dialer Test<br>Dialing With Tone<br>[? ] [? ] [? ] | Please wait while test is performed. |
| Dialer Test<br>Dialing Complete<br>[? ] [? ] [? ] | Please wait... |
| Dialer Test<br>Pulse Tone<br>[? ] [? ] [? ] | Press [CLEAR]. |
| Exit diags?<br>Yes No<br>[? ] [? ] [? ] | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

***Line Voltage Test— Press [5]***

| Display Message | Operator Action |
|---|---|
| Line Voltage Test<br>In Works<br>[? ] [? ] [? ] | Please wait... |

| Display Message | Operator Action |
|---|---|

| | |
|---|---|
| Line Voltage Test<br>Line Free<br>[? ] [? ] [? ] | Test was successful. Press [CLEAR] to end line voltage testing. |
| Exit diags?<br>Yes No<br>[? ] [? ] [? ] | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

***Modem Originate Test for LinkPoint 3000— Press [6]***

The modem originate and the modem answer tests are interactive. The modem originate test requires dialing another LinkPoint terminal.

| **Display Message** | **Operator Action** |
|---|---|
| Modem Originate Test<br>Enter Tel # To Dial<br>[? ] [? ] [? ] | Key in telephone number to dial. |
| Modem XXXXXXX<br>Wait for DTD<br>[? ] [? ] [? ] | Please wait... |
| Modem XXXXXXX<br>Dialing<br>[? ] [? ] [? ] | Please wait... |
| Modem XXXXXXX<br>Carrier Det<br>[? ] [? ] [? ] | Please wait... |
| Modem XXXXXXX<br>Connect 1200<br>[? ] [? ] [? ] | Please wait... |
| Modem XXXXXXX<br>RS-232 9600, N, 8, 1<br>[? ] [? ] [? ] | Test was successful. Press [CLEAR] to end modem originate test. |
| Exit diags?<br>Yes No<br>[? ] [? ] [? ] | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

***Modem Originate Test for LinkPoint AIO— Press [6]***

The modem originate and the modem answer tests are interactive. The modem originate test requires dialing another LinkPoint terminal.

| Display Message | Operator Action |
|---|---|
| Modem XXXXXXX<br>Enter Tel # To Dial<br>[? ] [? ] [? ] | Key in telephone number to dial and press [ENTER]. |
| Modem Originate Test<br>Pulse Tone<br>[? ] [? ] [? ] | Either press the left [? ] key to dial by pulse or the right [? ] key to dial by tone. |
| Modem Originate Test<br>300 1200<br>2400<br>[? ] [? ] [? ] | Press the proper [? ] key to choose a modem speed. |
| Modem Originate Test<br>Dialing…<br>[? ] [? ] [? ] | Please wait… |
| Wait For Carrier<br>[? ] [? ] [? ] | Please wait... |
| Modem 300, N, 8, 1<br>RS-232 9600, N, 8, 1<br>[? ] [? ] [? ] | Test was successful. Press [CLEAR] to end modem originate test. |
| Exit diags?<br>Yes No<br>[? ] [? ] [? ] | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

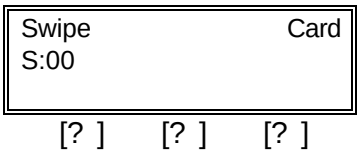
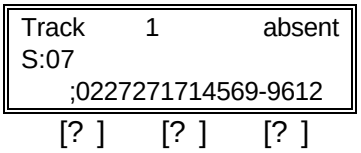
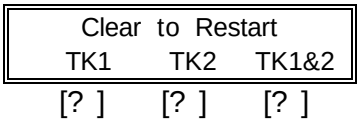
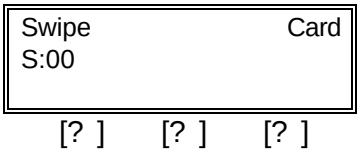
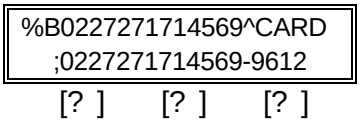
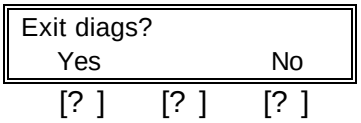
***Modem Answer Test— Press [7]***

The modem answer and the modem originate tests are interactive. The modem answer test requires receiving a call from another LP 3000 terminal.

| Display Message | Operator Action |
|---|---|
| Modem Answer Test<br>Wait for Ring<br>[? ] [? ] [? ] | The modem is waiting for a call. |
| Modem Answer Test<br>Connect 1200<br>[? ] [? ] [? ] | When a call is received, the modem tries to connect. |
| Modem Answer Test<br>RS-232 9600, N, 8, 1<br>[? ] [? ] [? ] | Press [CLEAR] to end modem answer test. |
| Exit diags?<br>Yes No<br>[? ] [? ] [? ] | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

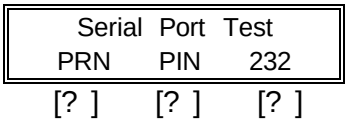
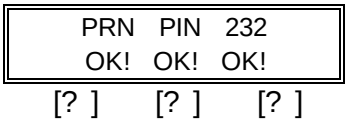
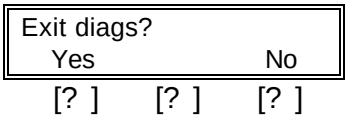
***Card Reader Test— Press [8]***

| Display Message | Operator Action |
|---|---|
| Clear to Restart<br>TK1 TK2 TK1&2<br>[? ] [? ] [? ] | Press the left [? ] key to test the card reader's ability to read track 1 data. |
| Swipe Card<br>S:00<br>[? ] [? ] [? ] | Swipe card. |
| %B0227271714569^CARD<br>Track 2 absent<br>S:04<br>[? ] [? ] [? ] | To auto scroll right/left hold down the [#] key or the [*] key or press [CLEAR] to end card reader track 1 testing. |
| Clear to Restart<br>TK1 TK2 TK1&2<br>[? ] [? ] [? ] | Press the middle [? ] key to test the card reader's ability to read track 2 data. |

| Display Message | Operator Action |
|---|---|
|  | Swipe card. |
|  | To auto scroll right/left hold down the [#] key or the [*] key or press [CLEAR] to end card reader track 2 testing. |
|  | Press the right [? ] key to test the card reader's ability to read both track 1 and track 2 data. |
|  | Swipe card. |
|  | To auto scroll right/left hold down the [#] key or the [*] key or press [CLEAR] twice to end card reader track 1 and 2 testing. |
|  | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

***Serial Port Test — Press [9]***

This test is for engineering use only and requires special port connectors.

| Display Message | Operator Action |
|---|---|
|  | Please wait... |
|  | Terminal displays status and beeps. Press [CLEAR] to end test. |
|  | Press the right [? ] key to perform another diagnostics test or press the left [? ] key to exit diags and return to the boot mode main menu. |

***Memory Analysis for LinkPoint 3000 — Press [0]***

| Display Message | Operator Action |
|---|---|
| Installed Memory<br>ROM: 128K RAM: 256K<br>[? ] [? ] [? ] | Please wait… |
| Testing ROM LRC's<br>[? ] [? ] [? ] | The terminal begins a ROM (Read Only Memory) analysis. |
| ROM: 64 128<br>TEST *** ***<br>[? ] [? ] [? ] | |
| ROM: 64 128<br>TEST OK! OK!<br>[? ] [? ] [? ] | |
| Testing RAM CRCs<br>[? ] [? ] [? ]<br>*(optional)* | The terminal automatically begins a RAM (Random Access Memory) analysis. This analysis occurs only when no application is downloaded. |
| RAM: LOW HIGH<br>TESTCOM1/BANKBANK<br>[? ] [? ] [? ]<br>*(optional)* | |
| RAM: LOW HIGH<br>TEST OK!/OK! OK!<br>[? ] [? ] [? ]<br>*(optional)* | Please wait… |
| LP-3000, 3.x, mm/dd/yy<br>Select Test Number<br>[? ] [? ] [? ] | Press any number key to resume diags testing.<br>Press [CLEAR] to exit diags mode. |

***Memory Analysis for LinkPoint AIO — Press [0]***

| Display Message | Operator Action |
|---|---|
| Installed Memory<br>ROM: 512K RAM: 512K<br>[? ] [? ] [? ] | Please wait… |
| Testing ROM LRC's<br>[? ] [? ] [? ] | The terminal begins a ROM (Read Only Memory) analysis. |
| Installed Memory<br>M=01 D=A4<br>[? ] [? ] [? ] | Please wait… |
| ROM: 64 128 192 256<br>TEST *** *** *** ***<br>[? ] [? ] [? ] | Terminal displays status and beeps. Press [CLEAR] to end test. |
| ROM: 64 128 192 256<br>TEST OK! OK! OK! OK!<br>[? ] [? ] [? ] | Please wait… |
| ROM: 320 384 448 512<br>TEST *** *** *** ***<br>[? ] [? ] [? ] | Terminal displays status and beeps. Press [CLEAR] to end test. |
| ROM: 320 384 448 512<br>TEST OK! OK! OK! OK!<br>[? ] [? ] [? ] | Please wait… |
| Testing RAM CRCs<br>[? ] [? ] [? ]<br>*(optional)* | The terminal automatically begins a RAM (Random Access Memory) analysis. This analysis occurs only when no application is downloaded. |
| RAM: LOW HIGH<br>TESTCOM1/BANKBANK<br>[? ] [? ] [? ]<br>*(optional)* | |

| Display Message | Operator Action |
|---|---|
| RAM: LOW HIGH<br>TEST OK!/OK! OK!<br>[? ] [? ] [? ]<br>*(optional)* | Please wait… |
| AIO 4.0 L, mm/dd/yy<br>Select Test Number<br>[? ] [? ] [? ] | Press any number key to resume diags testing. Press [CLEAR] to exit diags mode. |

## DOWNLOAD PROCEDURES

### *LinkPoint 3000 Download*

There are three methods of downloading the application into the LinkPoint 3000: 1) remotely via telephone, 2) PC-to-POS, and 3) POS-to-POS. Unless an application has been pre-downloaded, the terminal will initially display the message APP. NOT AVAILABLE. If a full or a partial download is selected, the terminal will prompt the user to enter any missing fields (i.e., application ID) and will automatically return to the first empty field. **NOTE: LP3000 units installed with Operating System 3.2 or higher reflect a different format on line 2 of the display during any download method. Rather than displaying AP-*xxxxxxx T-xxxxxxx, it will display the application ID, a comma, followed by the terminal ID being downloaded, i.e. L3FRR31,1234567890.***

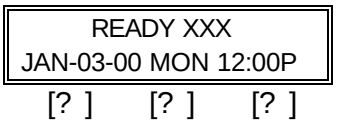
### *Telephone Download for LinkPoint 3000 (No application loaded)*

The telephone download requires the use of a remote PC with the software necessary to accept incoming download requests (i.e., Zontalk 2000™). Use the following procedures to setup the LinkPoint 3000 terminal for a modem download. **When the terminal displays 'APP. NOT AVAILABLE' on line 1 of the display, a FULL download must be initiated.**

| Display Message | Operator Action |
|---|---|
| App. not available<br>Time Load Setup<br>[? ] [? ] [? ] | Press the middle [? ] key to select LOAD. |
| Download Set port<br>[? ] [? ] [? ] | Press the right [? ] key to select SET PORT. |
| Select download port<br>Modem<br>RS232<br>[? ] [? ] [? ] | Press the left [? ] key to select MODEM. |
| Modem settings<br>Baud/par Dial Mode<br>[? ] [? ] [? ] | Press right [? ] to select DIAL MODE. |
| Select dial mode<br>Tone Pulse<br>[? ] [? ] [? ] | Select the phone line type. Press the left [? ] key to select TONE (standard) or press the right [? ] key to select PULSE. |

| **Display Message** | **Operator Action** |
|---|---|
| Modem settings<br>Baud/par Dial Mode<br>[? ] [? ] [? ] | A ...DIAL SELECTED message will display momentarily. Press [CLEAR] twice to return to DOWNLOAD SET PORT prompt. |
| Download Set port<br>[? ] [? ] [? ] | Press the left [? ] key to select DOWNLOAD. |
| Enter phone number<br>_<br>[? ] [? ] [? ] | Press [ENTER] to accept the current telephone number or key in the new telephone number and press [ENTER]. |
| Enter Appl. ID.<br>L3FRR31<br>[? ] [? ] [? ] | Key in the application ID and press [ENTER]. |
| Enter Terminal ID.<br>[? ] [? ] [? ] | Key in the terminal ID and press [ENTER]. |
| Modem Download<br>Full Partial<br>[? ] [? ] [? ] | Select the type of download. Press the left [? ] key for a "full" download or press the right [? ] key for a "partial" download. |
| WAITING ON ENQ...<br>[? ] [? ] [? ] | Please wait... |
| CONNECTED 1200<br>L3FRR31, XXXXX<br>[? ] [? ] [? ] | Please wait... |
| * - - - - - - - - - -<br>L3FRR31, XXXXX<br>[? ] [? ] [? ] | Please wait, the download time is approximately 12-14 minutes for a full download and 1-2 minutes for a partial download. After it is completed, the terminal will configure the application. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | This message displays when the download completes. Press [CLEAR] to allow the program to finish loading. This process takes approximately 1-2 minutes. |

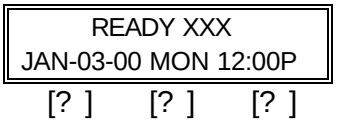
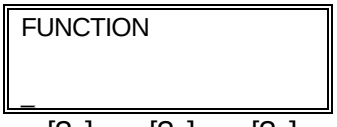
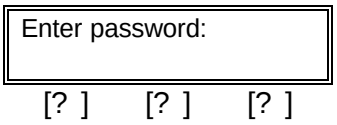
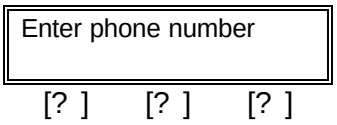
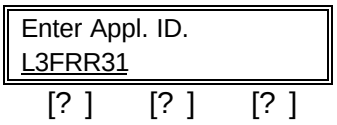
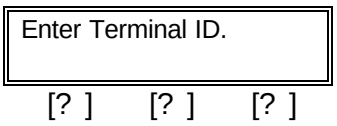
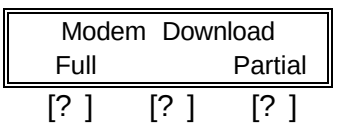
| **Display Message** | **Operator Action** |
|---|---|




The terminal is ready for operation when it displays READY XXX and the date and time.

***Telephone Download for LinkPoint 3000 (Shortcut/Application already loaded)***

To perform a telephone download using the terminal's default communication settings, follow the steps below. This shortcut method can only be performed when an application has been pre-downloaded into the terminal. **This procedure is used to change the application ID or upgrade to a new revision and to perform partial downloads to change parameters or features for a client.**

| Display Message | Operator Action |
|---|---|
|  | Press [ENTER]. |
|  | Press [BACKSPACE]. |
|  | If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk. |
|  | Press [ENTER] to accept the current telephone number or key in the new telephone number and press [ENTER]. |
|  | Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER]. |
|  | Press [ENTER] to accept the current terminal ID or type in the new terminal ID and press [ENTER]. |
|  | Select the type of download. Press the left [? ] key for a "full"download or press the right [? ] key for a "partial" download. |

| Display Message | Operator Action |
|---|---|
| | Please wait... |

| | |
|---|---|
| [? ] [? ] [? ] | |
| CONNECTED 1200<br>L3FRR31 XXXXX<br>[? ] [? ] [? ] | Please wait... |
| * - - - - - - - - - -<br>L3FRR31 XXXXX<br>[? ] [? ] [? ] | Please wait…the download will last approximately 12-14 minutes for a full download and 1-2 minutes for a partial download. After it is completed, the terminal will configure the application. |
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | The terminal is ready for operation when it displays READY XXX and the date and time. |

***Direct PC-to-POS Download for LinkPoint 3000***

The direct PC-to-POS download requires the use of a local PC with the software necessary to perform a local download (i.e., Zontalk 2000™). Follow the procedures outlined below to setup the LinkPoint 3000 terminal for a local download. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

| **Display Message** | **Operator Action** |
|---|---|
| App. not available<br>Time Load Setup<br>[? ] [? ] [? ] | Press the middle [? ] key to select LOAD.<br><br>Or, if there is already an application loaded… |
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key while pressing [7] [1] [3] [9] to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the middle [? ] key to select LOAD. |

| Display Message | Operator Action |
|---|---|
| Enter password:<br><br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk. |
| <br><br>Download Set port<br>[? ] [? ] [? ] | Press the right [? ] key to select SET PORT. |
| Select download port<br>Modem<br>RS232<br>[? ] [? ] [? ] | Press the right [? ] key to select RS232. |
| RS232 setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the left [? ] key to select BAUD. |
| Current baud: 19200<br>1200 2400 9600<br>[? ] [? ] [? ] | Select the correct baud rate, press [CLEAR] to accept the default of 19200. Press the [? ] key below your choice and press [CLEAR] or press the [#] key to see other options. |
| RS232 setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the right [? ] key to select PARITY. |
| Current parity: None<br>Even None Odd<br>[? ] [? ] [? ] | Select the correct parity (default is None). Press the [? ] key below your choice and press [CLEAR] three times. |
| <br><br>Download Set port<br>[? ] [? ] [? ] | Press the left [? ] key to select DOWNLOAD. |
| Enter Appl. ID.<br>L3FRR31<br>[? ] [? ] [? ] | Key in the application ID and press [ENTER]. |
| Enter Terminal ID.<br><br>[? ] [? ] [? ] | Key in the terminal ID and press [ENTER]. |

| Display Message | Operator Action |
|---|---|

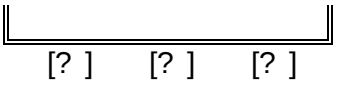
| | |
|---|---|
| Direct Download<br>Full Partial<br>[? ] [? ] [? ] | Select the type of download. Press the left [? ] for a "full" download or press the right [? ] for a "partial" download. |
| WAITING ON ENQ…<br>[? ] [? ] [? ] | Please wait… |
| * - - - - - - - - - -<br>L3FRR31 XXXXX<br>[? ] [? ] [? ] | Please wait... |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press [CLEAR] to allow the program to finish loading. |

***Direct PC-to-POS Download for LinkPoint 3000 (Shortcut)***

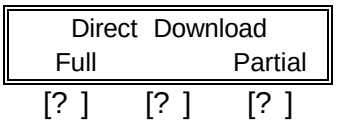
To perform a direct PC-to-POS download using the terminal's default settings, follow the steps below. The shortcut method can only be performed when an application has been pre-downloaded into the terminal. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Press [BACKSPACE]. |
| Enter password:<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk. |
| Enter Appl. ID.<br>L3FRR31<br>[? ] [? ] [? ] | Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER]. |

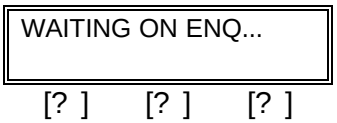
| **Display Message** | **Operator Action** |
|---|---|
| Enter Terminal ID. | Press [ENTER] to accept the current terminal ID or type in |



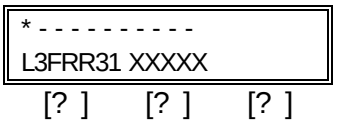

the new terminal ID and press [ENTER].



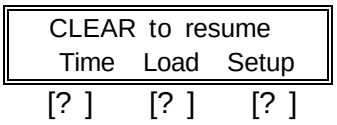

Select the type of download. Press the left [? ] key for a "full"download or press the right [? ] key for a "partial" download.




Please wait...




Please wait...




Press [CLEAR] to allow the program to finish loading.

***POS-to-POS for LinkPoint 3000 (Master/Slave Download)***

The POS-to-POS download transfers all application code, data, date, time and transaction data from the master terminal to the slave terminal. Therefore, it is important to ensure the integrity of the master device. This includes ensuring that: a) there are no transactions in the master, b) all parameters are the default settings, c) the date/time and hardware settings are correct. To perform a POS-to-POS download connect one end of a standard VeriFone 8-pin DIN back-to-back download cable (p/n 00490-00 REV C) to the master terminal's RS232 port and the opposite end to the RS232 port of the slave terminal. Follow the steps below to setup the master and slave terminals for a POS-to-POS download.

| Master Display | Master Action | Slave Display | Slave Action |
|---|---|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [*] [6]. | App. not available<br>Time Load Setup<br>[? ] [? ] [? ] | Press [#] [6]. |
| | | Enter Password<br>[? ] [? ] [? ] | If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk. |
| BEGIN POS SEND MODE?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key. | BEGIN POS RCV MODE?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key. |
| SEND IN PROGRESS<br>[? ] [? ] [? ] | Please wait... | RECEIVE IN PROGRESS<br>[? ] [? ] [? ] | Please wait... |
| *Terminal displays various screens* | | | |
| SEND COMPLETE<br>[? ] [? ] [? ] | Please wait... | RECEIVE COMPLETE<br>[? ] [? ] [? ] | Please wait... |

Press [CLEAR] twice to reboot the terminal.

***LinkPoint AIO Download***

There are three methods of downloading the application into the LinkPoint AIO: 1) remotely via telephone, 2) PC-to-POS, and 3) POS-to-POS. Unless an application has been pre-downloaded, the terminal will initially display the message APP. NOT AVAILABLE. If a full or a partial download is selected, the terminal will prompt the user to enter any missing fields (i.e., application ID) and will automatically return to the first empty field. **NOTE: AIO units installed with Operating System 4.0 or higher reflect a different format on line 2 of the display during any download method. Rather than displaying AP-*xxxxxxx T-xxxxxxx, it will display the application ID, a comma, followed by the terminal ID being downloaded, i.e. L3FRR31,1234567890.***

The LinkPoint AIO can now be downloaded with three different types of applications:

- base/stand alone
- support
- library

Base/SA (stand alone):
The Base/SA download function enables the loading of any software application that operates independently; in most cases, this will be a full-featured credit/debit card application. It is the download that is performed first on any terminal with no application available. This function also permits the loading of a base or control application, which is required in order to add support applications in the future.

Sup (support):
The support application (akin to an 'applet') download function enables the loading of 'add-on' software applications or modules that rely on the base application as the control software. Support applications must be downloaded after the download of the designated base application. For example, support applications can add such features as a check guarantee service, loyalty card processing or EBT/Debit capability to the base application.

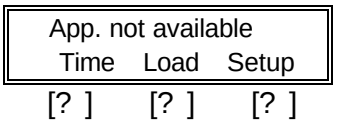
Lib (library):
The library application enables the download of common or shared code that can exist within the base and the support applications in the same terminal. This optional function is designed to make the operation of multiple applications more efficient.

***Telephone Download for LinkPoint AIO (No application loaded)***

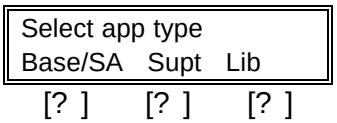
The telephone download requires the use of a remote PC with the software necessary to accept incoming download requests (i.e., Zontalk 2000™). Follow the procedures outlined below to setup the LinkPoint AIO terminal for a modem download. **When the terminal displays 'APP. NOT AVAILABLE' on line 1 of the display, a FULL download must be initiated.**

***How To Do A Base Download for LinkPoint AIO (No application loaded)***

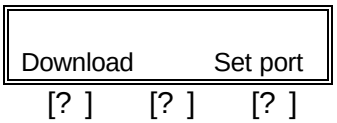
| **Display Message** | **Operator Action** |
|---|---|



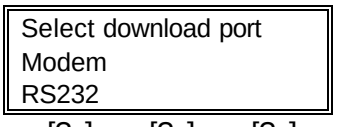

Press the middle [? ] key to select LOAD.



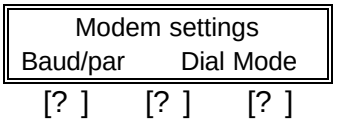

Press the left [? ] key to select base application download.



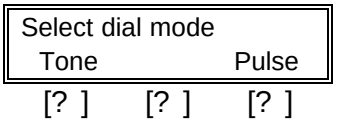

Press the right [? ] key to select SET PORT.



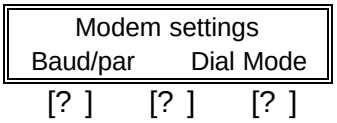

Press the left [? ] key to select MODEM.



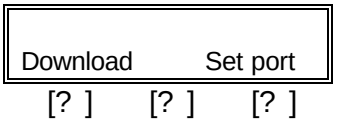

Press right [? ] to select DIAL MODE.



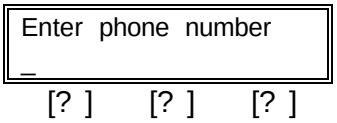

Select the phone line type. Press the left [? ] key to select TONE (standard) or press the right [? ] key to select PULSE.



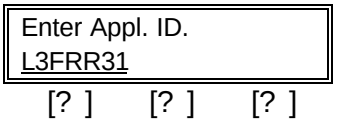

A ...dial selected message will display momentarily. Press [CLEAR] twice to return to Download Set port prompt.




Press the left [? ] key to select DOWNLOAD.

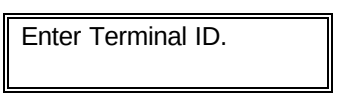



Press [ENTER] to accept the current telephone number or key in the new telephone number and press [ENTER].




Key in the application ID and press [ENTER].

| **Display Message** | **Operator Action** |
|---|---|




Key in the terminal ID and press [ENTER].

[? ] [? ] [? ]

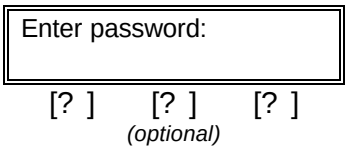
| | |
|---|---|
| Modem Download<br>Full Partial<br>[? ] [? ] [? ] | Select the type of download. Press the left [? ] key for a "full" download or press the right [? ] key for a "partial" download. |
| WAITING ON ENQ...<br>[? ] [? ] [? ] | Please wait... |
| CONNECTED 1200<br>L4GRR31, XXXXX<br>[? ] [? ] [? ] | Please wait... |
| * - - - - - - - - - -<br>L4GRR31, XXXXX<br>[? ] [? ] [? ] | Please wait, the download time is approximately 12-14 minutes for a full download and 1-2 minutes for a partial download. After it is completed, the terminal will configure the application. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | This message displays when the download completes. Press [CLEAR] to allow the program to finish loading. This process takes approximately 1-2 minutes. |
| SWIPE CUSTOMER CARD<br>JAN-03-01 WED 12:00P<br>[? ] [? ] [? ] | The terminal is ready for operation when it displays SWIPE CUSTOMER CARD and the date and time. |

***Telephone Download for LinkPoint AIO (Shortcut/Application already loaded)***

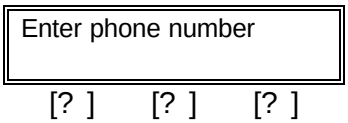
To perform a telephone download using the terminal's default communication settings, follow the steps below. This shortcut method can only be performed when an application has been pre-downloaded into the terminal. **This procedure is used to change the application ID or upgrade to a new revision and to perform partial downloads to change parameters or features for a client.**

| **Display Message** | **Operator Action** |
|---|---|
| SWIPE CUSTOMER CARD<br>JAN-03-01 WED 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |

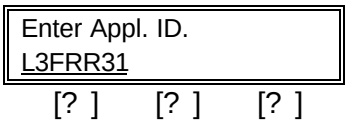
| **Display Message** | **Operator Action** |
|---|---|
| FUNCTION<br>_<br>[? ] [? ] [? ] | Press [BACKSPACE]. |



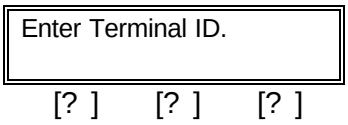

If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk.



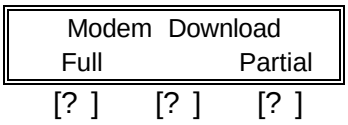

Press [ENTER] to accept the current telephone number or key in the new telephone number and press [ENTER].



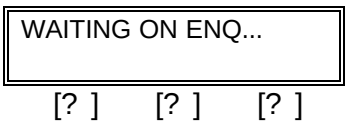

Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER].



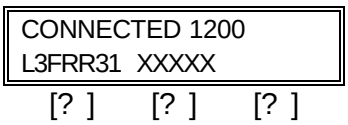

Press [ENTER] to accept the current terminal ID or type in the new terminal ID and press [ENTER].



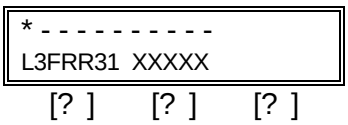

Select the type of download. Press the left [? ] key for a "full" download or press the right [? ] key for a "partial" download.



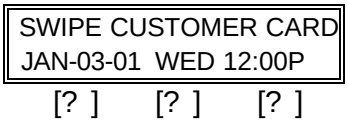

Please wait...




Please wait...




Please wait…the download will last approximately 12-14 minutes for a full download and 1-2 minutes for a partial download. After it is completed, the terminal will configure the application.



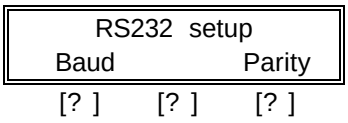

The terminal is ready for operation when it displays SWIPE CUSTOMER CARD and the date and time.

### *Direct PC-to-POS Download for LinkPoint AIO*

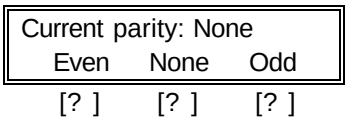
The direct PC-to-POS download requires the use of a local PC with the software necessary to perform a local download (i.e., Zontalk 2000™). Follow the procedures outlined below to setup the LinkPoint AIO terminal for a local download. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's side RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

| **Display Message** | **Operator Action** |
|---|---|
| App. not available<br>Time Load Setup<br>[? ] [? ] [? ] | Press the middle [? ] key to select LOAD.<br><br>Or, if there is already an application loaded… |
| SWIPE CUSTOMER CARD<br>JAN-03-01 WED 12:00P<br>[? ] [? ] [? ] | Hold down the [ALPHA] key while pressing [7] [1] [3] [9] to enter the boot mode. |
| CLEAR to resume<br>Time Load Setup<br>[? ] [? ] [? ] | Press the middle [? ] key to select LOAD. |
| Enter password:<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk. |
| Download Set port<br>[? ] [? ] [? ] | Press the right [? ] key to select SET PORT. |
| Select download port<br>Modem RS232<br>[? ] [? ] [? ] | Press the right [? ] key to select RS232. |
| RS232 setup<br>Baud Parity<br>[? ] [? ] [? ] | Press the left [? ] key to select BAUD. |
| Current baud: 19200<br>1200 2400 9600<br>[? ] [? ] [? ] | Press [ENTER] to accept the default baud rate of 19200. If you want to change the baud rate, press the [? ] key below your choice and press [ENTER] or press the [#] key to see other baud rates, then press the [? ] key below your choice and press [ENTER] to exit. |

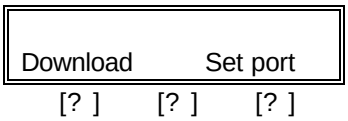
**Display Message** **Operator Action**



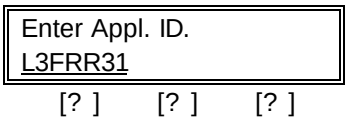

Press the right [? ] key to select PARITY.



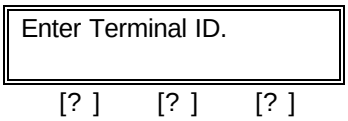

Select the correct parity (default is None). Press the [? ] key below your choice and press [CLEAR] three times.



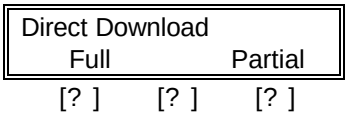

Press the left [? ] key to select DOWNLOAD.



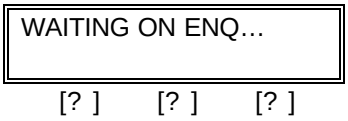

Key in the application ID and press [ENTER].



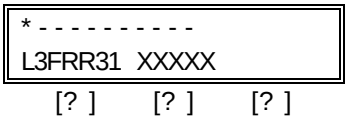

Key in the terminal ID and press [ENTER].



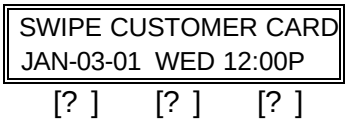

Select the type of download. Press the left [? ] for a “full” download or press the right [? ] for a “partial” download.




Please wait…




Please wait...



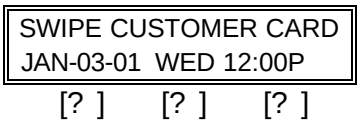

The application has been successfully downloaded.

### *Direct PC-to-POS Download for LinkPoint AIO (Shortcut)*

To perform a direct PC-to-POS download using the terminal's default settings, follow the steps below. The shortcut method can only be performed when an application has been pre-downloaded into the terminal. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's side RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

| Display Message | Operator Action |
|---|---|
| SWIPE CUSTOMER CARD<br>JAN-03-01 WED 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Press [BACKSPACE]. |
| Enter password:<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk. |
| Enter Appl. ID.<br>L3FRR31<br>[? ] [? ] [? ] | Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER]. |
| Enter Terminal ID.<br>[? ] [? ] [? ] | Press [ENTER] to accept the current terminal ID or type in the new terminal ID and press [ENTER]. |
| Direct Download<br>Full Partial<br>[? ] [? ] [? ] | Select the type of download. Press the left [? ] key for a "full"download or press the right [? ] key for a "partial" download. |
| WAITING ON ENQ...<br>[? ] [? ] [? ] | Please wait... |
| * - - - - - - - - - -<br>L3FRR31 XXXXX<br>[? ] [? ] [? ] | Please wait... |

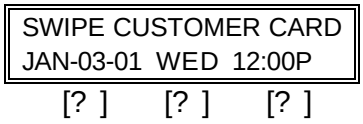
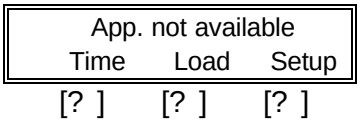
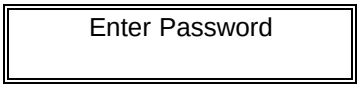
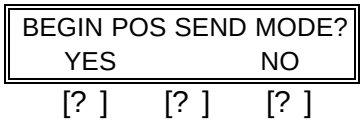
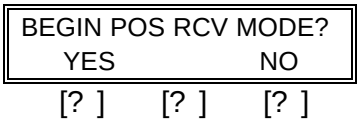
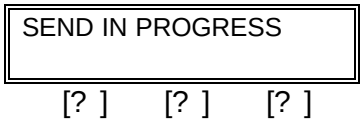
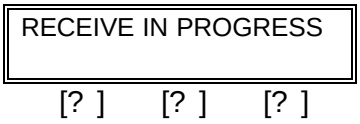
**Display Message** **Operator Action**




The application has been successfully downloaded.

***POS-to-POS for LinkPoint AIO (Master/Slave Download)***

The POS-to-POS download transfers all application code, data, date, time and transaction data from the master terminal to the slave terminal. Therefore, it is important to ensure the integrity of the master device. This includes ensuring that: a) there are no transactions in the master, b) all parameters are the default settings, c) the date/time and hardware settings are correct. To perform a POS-to-POS download connect one end of a standard VeriFone 8-pin DIN back-to-back download cable (p/n 00490-00 REV C) to the master terminal's side RS232 port and the opposite end to the side RS232 port of the slave terminal. Follow the steps below to setup the master and slave terminals for a POS-to-POS download.

| **Master Display** | **Master Action** | **Slave Display** | **Slave Action** |
|---|---|---|---|
|  | Press [*] [6]. |  | Press [#] [6]. |
| | |  | If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDRMS Help Desk. |
|  | Press the left [? ] key. |  | Press the left [? ] key. |
|  | Please wait... |  | Please wait... |

| Master Display | Master Action | Slave Display | Slave Action |
|---|---|---|---|
| *Terminal displays various screens* | | | |
| SEND COMPLETE<br>[? ] [? ] [? ] | Please wait... | RECEIVE COMPLETE<br>[? ] [? ] [? ] | Please wait... |

Press [CLEAR] twice to reboot the terminal.

## DOWNLOAD PARAMETERS

Download parameters are used for programming or updating a terminal's profile. These parameters may be added or modified through the standard Zontalk Edit Procedures. As mentioned in the previous section, downloads may be performed by three methods: remotely via modem, computer-to-terminal via the RS232 port, or terminal-to-terminal via the RS232 serial port. The following list contains the available parameters (sometimes referred to as memory locations) for the L3FRR31 application. The table is organized into five columns, containing the memory locations, data field type, maximum length and description of the parameter's contents and default settings.

Up to two different merchants can be programmed into a LinkPoint 3000 terminal and up to eight different merchants can be programmed into a LinkPoint AIO terminal with this application. The settings that begin with a 1 are the settings that are specific to the first merchant only. Although not listed on the chart, those settings can be programmed with numbers from 2 to 8 to accommodate each merchant. For instance, if three merchants are sharing an AIO terminal, the file would have to have settings that begin with a 1 for the first merchant, settings that begin with a 2 for the second merchant and settings that begin with a 3 for the third merchant.

### *Field Type Codes*

N = numeric
Q = question, Y or N
P = phone number field (0-9, A-Z, -, *, #, semicolon, comma, and space)
X = alphanumeric
B = binary (0 = no, 1=yes)

### *Memory Locations*

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| #1AOPT | Q | 1 | Amex Split Dial Y or N | N |
| #1APPN | P | 20 | Amex Primary Phone Number | |
| #1ASPN | P | 20 | Amex Secondary Phone Number | |
| #1ATID | X | 12 | Amex Split Dial Terminal ID | |
| #1CACA | Q | 1 | ECA Address line - City+State 'Y'/'N' | N |
| #1CACT | X | 4 | ECA Custom Field Tag | |
| #1CAMI | N | 24 | ECA Merchant ID | |
| #1CAMM | N | 4 | ECA Custom Field Tag Min and Max Length in NNXX format | 0000 |
| #1CAMP | B | 17 | ECA Bmp:Id,CB,SId,CkT,BCN,PrCd,DOB,Nme,Ph,Addr,Cit,Zip,St,Ils,Clr,WPh,Exp | 00000000000 |
| #1CAMT | N | 3 | ECA Maximum stored | |

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| | | | transactions in the batch | |
| #1CAPR | X | 20 | ECA Custom Field Prompt | |
| #1CASA | Q | 1 | ECA Address line - Street 'Y'/'N' | N |
| #1CATI | N | 6 | ECA Terminal ID | |
| #1COPT | Q | 1 | Discover Split Dial Y or N | N |
| #1CPPN | P | 20 | Primary Phone Number | |
| #1CSPN | P | 20 | Discover Secondary Phone Number | |
| #1CTID | X | 21 | Discover Split Dial Terminal ID | |
| #1ECAE | Q | 1 | ECA Enable: [Y] or N | |
| #1KCAL | N | 8 | TeleCheck Change Amount Limit | 200000 |
| #1KFLP | N | 8 | TeleCheck Phone Floor Limit | 000 |
| #1KFLR | N | 8 | TeleCheck Floor Limit | 5000 |
| #1MDID | X | 8 | Default Terminal ID | |
| #1MMID | N | 16 | Default Merchant ID | |
| #1MNAM | X | 20 | Default Merchant Name | |
| #1MTAX | X | 15 | Default Merchant Tax ID Number | |
| #1MTYP | X | 4 | Default Merchant Type Information | |
| #ACLSE | Q | 1 | Enable Auto Close: Y or N | Y |
| #ACTME | N | 4 | Auto Close Time HHMM (24 hour format) | 0130 |
| #AR01 | X | 31 | Account Range #01 (See next section for details of the account range string convention) | 540500.540599.16.00.00.04.00100 |
| #AR02 | X | 31 | Account Range #02 | 555000.555999.16.00.00.04.00100 |
| #AR03 | X | 31 | Account Range #03 | 500000.599999.16.00.00.03.00000 |
| #AR04 | X | 31 | Account Range #04 | 405501.405504.13.16.00.02.00100 |
| #AR05 | X | 31 | Account Range #05 | 405550.405554.13.16.00.02.00100 |
| #AR06 | X | 31 | Account Range #06 | 415928.415928.13.16.00.02.00100 |
| #AR07 | X | 31 | Account Range #07 | 424604.424605.13.16.00.02.00100 |
| #AR08 | X | 31 | Account Range #08 | 427533.427533.13.16.00.02.00100 |
| #AR09 | X | 31 | Account Range #09 | 428800.428899.13.16.00.02.00100 |

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| #AR10 | X | 31 | Account Range #10 | 443085.443085.13.16.00.02.00100 |
| #AR11 | X | 31 | Account Range #11 | 448400.448599.13.16.00.02.00100 |
| #AR12 | X | 31 | Account Range #12 | 448460.448699.13.16.00.02.00100 |
| #AR13 | X | 31 | Account Range #13 | 471500.471699.13.16.00.02.00100 |
| #AR14 | X | 31 | Account Range #14 | 480400.480499.13.16.00.02.00100 |
| #AR15 | X | 31 | Account Range #15 | 485900.485999.13.16.00.02.00100 |
| #AR16 | X | 31 | Account Range #16 | 486500.486699.13.16.00.02.00100 |
| #AR17 | X | 31 | Account Range #17 | 400000.499999.13.16.00.01.00000 |
| #AR18 | X | 31 | Account Range #18 | 340000.349999.15.00.00.05.00000 |
| #AR19 | X | 31 | Account Range #19 | 370000.379999.15.00.00.05.00000 |
| #AR20 | X | 31 | Account Range #20 | 601100.601199.16.00.00.06.00000 |
| #AR21 | X | 31 | Account Range #21 | 300000.389999.14.00.00.07.00000 |
| #AR22 | X | 31 | Account Range #22 | 352800.358999.16.00.00.08.00000 |
| #AR23 | X | 31 | Account Range #23 | 000001.099999.13.00.00.09.11111 |
| #AR24 | X | 31 | Account Range #24 | 000000.000000.00.00.00.00.00000 |
| #AR25 | X | 31 | Account Range #25 | |
| #AR26 | X | 31 | Account Range #26 | |
| #AR27 | X | 31 | Account Range #27 | |
| #AR28 | X | 31 | Account Range #28 | |
| #AR29 | X | 31 | Account Range #29 | |
| #AR30 | X | 31 | Account Range #30 | |
| #AR31 | X | 31 | Account Range #31 | |
| #AR32 | X | 31 | Account Range #32 | |
| #AR33 | X | 31 | Account Range #33 | |
| #AR34 | X | 31 | Account Range #34 | |
| #AR35 | X | 31 | Account Range #35 | |
| #AR36 | X | 31 | Account Range #36 | |
| #AR37 | X | 31 | Account Range #37 | |
| #AR38 | X | 31 | Account Range #38 | |
| #AR39 | X | 31 | Account Range #39 | |
| #AR40 | X | 31 | Account Range #40 | |

## *DOWNLOAD PARAMETERS*

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| #AR41 | X | 31 | Account Range #41 | |
| #AR42 | X | 31 | Account Range #42 | |
| #AR43 | X | 31 | Account Range #43 | |
| #AR44 | X | 31 | Account Range #44 | |
| #ARPT | Q | 1 | Auto Report at Batch Close: Y or N (Prints Summary Report automatically) | N |
| #BBEEP | N | 3 | Beep seconds interval on close, 0=none | 30 |
| #BHRS | N | 3 | Max. number of hours batch can be open | 60 |
| #BMAX | N | 3 | Max. Number of Items in Batch (500 is the maximum for FDR host) | 300 |
| #BTAB | Q | 1 | Enable Restaurant Bar Tab: Y or N | Y |
| #CBMAX | N | 5 | Maximum Amount for Debit Cash back—decimal entry is disabled and implied. (i.e., following the "$$$¢¢" format, entry of 100 is $1.00; entry of 20000 is $200.00.) | 00000 |
| #CBMIN | N | 5 | Minimum Amount for Debit Cash back—decimal entry is disabled and implied. (i.e., following the "$$$¢¢" format, entry of 100 is $1.00; entry of 20000 is $200.00.) | 00000 |
| #CLKDS | Q | 1 | Daylight/Standard Time Auto Adjust: Y or N | Y |
| #CLOCK | Q | 1 | 12 Hour Format Flag: Y or N | Y |
| #CNFRM | N | 7 | Confirm amount prompt if amount is greater | 10000 or 100.00 |
| #CODE | X | 4-10 | Unique Seed Value for Download Password ***If a value of less than four characters is entered and saved, NO download password will be set.*** | N/A |
| #CPBYP | Q | 1 | Bypass Card Prompt: Y or N | Y |
| #CPYES | Q | 1 | Card is Present at Default: Y or N | N |
| #CSWD | X | 8 | Card Swipe Default: SALE, AUTH or TICKET | SALE |
| #CXEXP | Q | 1 | Enable Card Expiration Date Check: Y or N | N |
| #DATIP | N | 5 | Default tip % | 20% |

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| #DAUTH | N | 5 | Default amt for Bar Tab | 50.00 |
| #DBTHS | N | 1 | Debit host selection: 0=none 1=FDR | 1 |
| #DBTIP | Q | 1 | Debit card tip entry 0=pinpad 1=terminal | 0 |
| #DCBSC | N | 5 | Surcharge—Debit Cash back (e.g., 50 = .50¢ / 1000 = $10.00) max $999.99 | 00000 |
| #DEBCB | Q | 1 | Ask for Cash back for Debit: Y or N | N |
| #DM | Q | 1 | Enable Direct Marketing Override Y or N | N |
| #DPOSC | N | 5 | Surcharge—Debit Purchase Only (e.g., 50 = .50¢ / 1000 = $10.00) max $999.99 | 00000 |
| #DRCRE | Q | 1 | Disable Returns on Credit Card Transactions: Y or N | N |
| #DRDEB | Q | 1 | Disable Returns on Debit Card Transactions: Y or N | Y |
| #DWKEY | X | 16 | Debit working key | N/A |
| #ECAAP | P | 20 | TeleCheck Authorization Only Host Primary Phone Number | |
| #ECAAS | P | 20 | TeleCheck Authorization Only Host Secondary Phone Number | |
| #ECACR | N | 3 | ECA Check Reader: 001=Magtek Mini MICR, 002=Encheck3000 003=IVI | 001 |
| #ECAMS | N | 4 | TeleCheck ECA Host Modem Speed | 1200 |
| #ECAPA | P | 20 | TeleCheck ECA Approval Questions Phone | 18003662425 |
| #ECAPD | P | 20 | TeleCheck ECA Denial Questions Phone | 18006979263 |
| #ECARF | X | 6 | TeleCheck ECA Return Check Fee | 0000 |
| #FLEX1 | X | 40 | Receipt flex prompt line 1 (below signature line) | I AGREE TO PAY ABOVE AMOUNT ACCORDING |
| #FLEX2 | X | 40 | Receipt flex prompt line 2 (below signature line) | TO CARD ISSUER AGREEMENT |
| #FLEX3 | X | 40 | Receipt flex prompt line 3 (below signature line) | (MERCHANT AGREEMENT IF RETURN) |
| #FREST | Q | 1 | Enable Restaurant, N=Retail: Y or N | N |
| #H1 | X | 40 | Header line 1 | N/A |

## *DOWNLOAD PARAMETERS*

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| #H2 | X | 40 | Header line 2 | N/A |
| #H3 | X | 40 | Header line 3 | N/A |
| #H4 | X | 40 | Header line 4 | N/A |
| #H5 | X | 40 | Header line 5 | N/A |
| #H6 | X | 40 | Header line 6 | THANK YOU |
| #IDLE1 | X | 20 | Custom Idle Prompt for display line 1; this parameter overrides the "READY XXX" default display. | N/A |
| #IDLE2 | X | 20 | Custom Idle Prompt for display line 2; this parameter overrides the date/time prompt; pressing [CLEAR] will allow the user to toggle between the custom line 2 display and the date/time. | ??? |
| #INV | Q | 1 | Invoice number enable flag: Y or N (When enabled, this flag serves as an **override** for all card types to the invoice number option within the account range options) | N |
| #KBCLK | Q | 1 | Keyboard beep: Y or N | Y |
| #KBOUT | N | 2 | Keyboard time out: 0 to 60 seconds (0 = must press CLEAR to return to the idle prompt; 1 – 60 = terminal automatically returns to the idle prompt after the set number of seconds) | 15 |
| #KEYED | Q | 1 | Disable manual entry of card: Y or N | N |
| #L4DIG | Q | 1 | Last four digit entry flag: Y or N | Y |
| #MASKC | Q | 1 | Mask Card on receipt Y or N | N |
| #MASKE | Q | 1 | Mask Expire Date on receipt Y or N | N |
| #MASKM | Q | 1 | Mask MID on receipt Y or N | N |
| #MIDC | N | 16 | Merchant ID | 022009001234566 |
| #MKEY | N | 1 | Master Key Location for PINPAD | 1 |
| #OPID | Q | 1 | Operator ID enable flag: Y or N (max length: four numeric characters) | N |
| #PABX | P | 12 | Prefix required for dialing | N/A |
| #PAVS | Q | 1 | Enable AVS Override: Y or N | N |
| #PCARD | Q | 1 | Enable Purchasing Card | N |

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| | | | prompts — When enabled, this flag serves as an **override** for all card types to the Purchasing Card option. It activates Level 2 Purchasing Card prompts: a) Tax and b) Customer Code | |
| #PCHKR | N | 1 | # of Check Receipts to print | 0 |
| #PCOPY | Q | 1 | Prompt for second receipt copy: Y or N (If using a thermal printer, this prompt will be enabled.) | N |
| #PCPNC | P | 20 | Host Primary Close phone number<br>(If using a SprintNet telephone number, key in the letter "N" {[ALPHA] [÷]} following the number, e.g., XXXXXXXN). | 9501324 |
| #PDENY | Q | 1 | Print Denied Transactions: Y or N | N |
| #PDIAL | Q | 1 | Predial: Y or N | N |
| #PDS | N | 5 | Modem Speed | 1200 |
| #PDT | X | 1 | Tone = T Pulse = P | T |
| #PNKEY | N | 1 | Pin Key Management: 1=Master/Session 2= DUKPT | 1 |
| #PNTYP | N | 1 | PINPAD type: 1=101/1000, 2=201/2000, 3=Bankpoint | 0 |
| #POBYP | Q | 1 | Bypass Phone Order Prompt: Y or N | N |
| #POYES | Q | 1 | Bypass Phone Order Prompt: Y or N | T |
| #PPNC | P | 20 | Host Primary phone number<br>(If using a SprintNet telephone number, key in the letter "N" {[ALPHA] [÷]} following the number, e.g., XXXXXXXN). | 9501324 |
| #PPTR | Q | 1 | Print open tips and tabs on close: Y or N | Y |
| #PREPR | Q | 1 | Pre-print receipt: Y or N | N |
| #PRLF | N | 1 | Printer line feeds | 7 |
| #PRREC | Q | 1 | Printer enable flag: Y or N | Y |
| #PRSEC | N | 2 | Auto print second receipt (5 seconds) 0=none | 5 |
| #PRTYP | N | 1 | Printer type: 0=PrintPoint 3000, 1=PrintPoint 1000 | 0 |
| #PSUFF | P | 12 | Dial suffix, if required for dialing | N/A |

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| #PSWD0 | X | 6 | Manager password | 123123 |
| #PSWD1 | B | 22 | Bit map for password protected transactions and functions. 1 for protect, 0 for off (Refer to the Password Protect Setting table describing this map.) | 0000000011010000100000 |
| #PTAX | Q | 1 | Sales Tax prompt (separate from Purchasing Card) 0=Use Card Range Setting 1=Enabled 2=Disabled | 0 |
| #RCPMT | Q | 1 | Prompt for recurring payment: Y or N | N |
| #RETRY | N | 2 | Number of retries to call Host | 3 |
| #RTADJ | Q | 1 | Enable Retail No Tip Adjust Option: Y or N | N |
| #RTIP | Q | 1 | Enable Retail Tip | N |
| #SACCT | Q | 1 | Show swiped account number on display: Y or N | N |
| #SCPNC | P | 20 | Host Secondary Close phone number (If using a SprintNet telephone number, key in the letter "N" {[ALPHA] [÷]} following the number, e.g., XXXXXXXN). | 18002289074 |
| #SPNC | P | 20 | Host Secondary phone number (If using a SprintNet telephone number, key in the letter "N" {[ALPHA] [÷]} following the number, e.g., XXXXXXXN). | 18002289074 |
| #STR01 | X | 6 | Prompt input SERVER, OPER, CLERK | OPER |
| #STR02 | X | 6 | Printer output SERVER, OPER, CLERK | OPER |
| #STR03 | X | 20 | Voice approval phone number – This will prompt when a CALL CENTER response appears. The merchant can then call this number for a voice approval and then proceed to enter the AUTH code and complete the transaction. | 18002281122 (FDMS Omaha voice center phone number) |
| #STR04 | X | 20 | Variable Prompt Str 04 | N/A |
| #STR05 | X | 20 | Variable Prompt Str 05 | N/A |
| #T1 | X | 40 | Receipt trailer line 1 (below | N/A |

| Parameter | Field Type | Field Length | Description of Field | Default Value |
|---|---|---|---|---|
| | | | flex lines) | |
| #T2 | X | 40 | Receipt trailer line 2 (below flex lines) | N/A |
| #TAAC | Q | 1 | Ask for total dollar amount at close | N |
| #TABAD | Q | 1 | Redial for authorization if 20% greater than original authorization | N |
| #TIPAS | Q | 1 | Edit Tip Ask for Server: Y or N | Y |
| #TPGEN | Q | 1 | Enable Tip Guideline on Receipt: Y or N | N |
| #TPGP1 | N | 2 | Tip Guideline # 1 (15 percent) | 15 |
| #TPGP2 | N | 2 | Tip Guideline # 2 (20 percent) | 20 |

### *Account Range String Description*

The L3FRR31 application supports a maximum of 24 account range settings. The available field names range from #AR01 to #AR24. Each field permits the flexibility required for the provider/user to establish low and high account ranges, account number lengths, card type codes and various account level options.

The table below describes each segment of the account range parameter (#AR*nn*) string.

Example: 000001.099999.00.00.00.00.00000

| Segment | Description |
|---|---|
| 000001 | Six-digit Low Account Range |
| . | Separator |
| 099999 | Six-digit High Account Range |
| . | Separator |
| 00 | Account number length |
| . | Separator |
| 00 | Account number length |
| . | Separator |
| 00 | Account number length |
| . | Separator |
| 00 | Card type code |
| . | Separator |
| 0 | AVS (Addr and Zip Code) option |
| 0 | Direct Marketing w/AVS option |
| 0 | Purchasing Card option |
| 0 | Invoice number option |
| 0 | CVV2 |

### *Password Protect Settings*

The field name for the manager's password is #PSWD0. The field name #PSWD1 is used to enable a password prompt for the transactions and functions as noted in the table below.

#PSWD1: 00000000100100001000 (Where 0=NO 1=YES) the 22 positions correspond to the following 22 transactions or functions:

| Position | Password Protects |
|---|---|
| 1 | Sale |
| 2 | ATM/Debit |
| 3 | Check |
| 4 | Void |
| 5 | Return |
| 6 | Review |
| 7 | Close (except on Auto Settle) |
| 8 | Authorization Only |
| 9 | Ticket Only |
| 10 | Manual Clear Batch |
| 11 | POS to POS Transfer |
| 12 | Technical Specification Printout |
| 13 | Demonstration Mode ON/OFF |
| 14 | Printer ON/OFF |
| 15 | Dial Prefix Entry |
| 16 | Dial Suffix Entry |
| 17 | View Merchant Information |
| 18 | Change Batch Number |
| 19 | View Last 3 Host Responses |
| 20 | View Last 3 Batches |
| 21 | Deposit Inquiry/Batch Update |
| 22 | Adjust |

***TeleCheck Check Service***

The following Zontalk parameters (memory locations) are used when establishing either the TeleCheck authorization only or the TeleCheck ECA check service using the LinkPoint L3FRR31 application:

- #ECAPP — Primary TeleCheck ECA phone
- #ECASP — Secondary TeleCheck ECA phone
- #ECAAP — Primary TeleCheck Authorization Only Phone
- #ECAAS — Secondary TeleCheck Authorization Only Phone
- #ECAMS — Modem speed, default 1200 bps
- #ECACR — Check reader code, default Magtek 001
- #1CAMT — Maximum stored transactions in the batch file up to 999, default 300
- #PCHKR — Number of check receipts to print (0, 1, and 2). The first is with signature if needed, default 0
- #ECARF — Return check fee, default $99.99
- #ECAPD — ECA Denial Questions Phone, default 1-800-697-9263
- #ECAPA — ECA Approval Questions Phone, default 1-800-366-2425
- #1CAMI — Merchant 1 ID assigned by the host
- #1CATI — Terminal ID for example 001
- #1ECAE — ECA Enable, default Y

- #1CAMP — Prompts Bitmap (see next section)
- #1KCAL — ECA Change Amount Limit, default 200000 = $2000.00
- #1KFLR — TeleCheck Id Floor Limit Amount, default 5000 = $50.00
- #1KFLP — TeleCheck Phone Floor Limit Amount, default 0 = $0.00
- #1CASA — ECA Address line – Street Y/N
- #1CACA — ECA Address line – City, State, and ZIP Y/N
- #1CAPR — ECA Custom Field Prompt, no default value
- #1CACT — ECA Custom Field Tag, default cTag
- #1CAMM — ECA Custom Field Tag min and max length in NNXX format, default 0000

***TeleCheck Check Service Prompt Options***

#1CAMP: 00000000000 (Where 0=NO and 1=YES) the eleven positions correspond to the following eleven TeleCheck prompts and options, and are activated when TeleCheck is activated:

| Position | Prompt |
|---|---|
| 1 | Cash back amount |
| 2 | Checkwriter's Social Security number |
| 3 | Check Type (PERSONAL / BUSINESS) |
| 4 | Billing Control Number prompt |
| 5 | Product Code prompt |
| 6 | Checkwriter's D.O.B. prompt |
| 7 | Checkwriter's ZIP Code prompt |
| 8 | Checkwriter's initials prompt |
| 9 | Clerk Id prompt |
| 10 | Checkwriter's Work Phone prompt (preset to '0' for ECA) |
| 11 | Checkwriter's ID Exp. Date prompt (preset to '0' for ECA) |

### *Split Dial Authorization Option for American Express and Discover Cards*

The L3FRR31 application includes an option to permit merchants to obtain authorizations for American Express and Discover cards through those respective hosts directly.

When the split-dial feature is enabled and authorizations are received for American Express or Discover cards, the sale receipts will reflect the authorization codes transmitted to the terminal by those hosts (not from the FDR host). The LinkPoint will then capture a ticket only transaction for deposit during batch closure. The FDR host will then transmit the electronically captured items to the respective hosts. American Express and Discover are then normally responsible for merchant payment. Merchants should contact their respective sales representative or service provider for further details regarding participation in this program.

- *AXOPT — Amex Split Dial Y or N*
- *AXPPN — Amex Secondary Phone Number*
- *AXTID — Amex Split Dial Terminal ID (The required format for FDR applications is: "F1nnnnnnnnn" where the "n's" represent the merchant's SE number.)*

- *DSOPT — Discover Split Dial Y or N*
- *DSPPN — Discover Primary Phone Number*
- *DSTID — Discover Split Dial Terminal ID (This must be obtained directly from Discover/NOVUS.)*

### *SprintNet*

In addition to the existing 800 and 950 access phone numbers, the L3FRR31 application also accommodates the use of SprintNet local access numbers. When using SprintNet phone numbers, the required login code "N" ([ALPHA] [÷]) must also be programmed into the phone number fields directly after the phone number itself. The "N" code must not be placed into the dial prefix or suffix fields. This affects the following parameters:

- *PCPNC — Host Primary Close Phone Number (e.g., 9501324N)*
- *PPNC — Host Primary Phone Number (e.g., 9501324N)*
- *SCPNC — Host Secondary Close Phone Number (e.g., 18002289074N)*
- *SPNC — Host Secondary Phone Number (e.g., 18002289074N)*

## DIAL STRING CODES

### DIAL STRING CODES SPECIFIC TO LINKPOINT TERMINALS

The following table contains a list of codes and their uses for special telephone dialing circumstances. These can be keyed directly into the locations reserved for entering telephone numbers, dial prefixes and suffixes.

| CODE | DESCRIPTION | ENTRY POSITION |
|---|---|---|
| - | Hyphen: One (1) second pause | Where the pause is required |
| , | Comma: Two (2) second pause | Where the pause is required |
| Y | Additional dial tone required | Where the dial tone is required |
| L | Location in dial string to open the dial tone listen window | The point at which the terminal needs to check for tone |
| M | Indicates the presence of multiple terminals using same phone; must be in dial string of each terminal | Anywhere in dial string |
| P | Used only when the 'M' code is supplied and there is a dial prefix. When this code is present, the "listening" of sound energy between tone digits is suppressed until the position of the 'P' code is reached. This code is used in the multi-terminal same-line setup where a second dial tone is produced after a dial prefix. If the 'P' code is not used, then the second dial tone will supply enough energy even though it may appear as if a different terminal is dialing. | Where the "listening" is to be enabled |
| S | A '.2' second pause | Where the pause is required |
| T | Listens for energy between dialing each digit. This is only used with the 'M' code. | Anywhere in dial string |
| U | If this character is NOT supplied anywhere in the dial string, then a line status test of 'line busy' will cause a return code of '6' to the application, and a "no-dial-tone" condition will return a '7' to the application. If the 'U' code is supplied in the dial string, then both "line busy" and "no-dial-tone" conditions will return a '6' to the application, and '7' will never be returned to the application. | Anywhere in dial string |
| V | Suppresses LINE STATUS TEST | Anywhere in dial string |
| W | Skips dial tone requirement | Anywhere in dial string |
| X | Slow dial speed: 100 milliseconds on/off | Anywhere in dial string |

## BASIC OPERATION

The LinkPoint terminals have ten (10) transaction keys. Seven of these keys are located directly below the terminal display and are labeled [VOID], [SALE], [ATM/DEBIT], [CHECK], [REVIEW], [CLOSE] and [RETURN]. The other three transaction keys are located to the right of the numbered keys, the [÷] (PRINT) key, [x] (AUTH ONLY) key and the [-] (OFFLINE) key. These ten keys are used to perform the various dedicated standard retail transactions. Transactions can be initiated any time the terminal is in the idle state (i.e., displays the READY message).

1. Check the display for the READY message. If it is not displayed, press [CLEAR] to cancel the current operation and display the READY message.
2. Press the desired transaction key to begin the transaction.
3. Follow the instructions given by the prompts on the display panel to complete the transaction.
4. Press [CLEAR] to return to the READY message when the transaction is completed (the terminal is programmed to return to idle in one minute).

### *Using The Card Reader*

1. Check the display for the READY message. If it is not displayed, wait until the current operation has ended and then press [CLEAR] to return to the READY message.
2. Initiate the correct transaction type (i.e., press [SALE] to initiate a sale).
3. Insert the credit or debit card into the rear of the card reader slot with the magnetic stripe facing down and away from the keypad (see Figure 12 on page 12).
4. Slide the card through the slot without stopping. If the terminal beeps, check the position of the magnetic stripe and slide the card through the slot again. If the beep persists, the card may be damaged. Type the account number directly on the keypad.
5. Complete the transaction by following the display messages.

### *The Calculator*

The LinkPoint terminals include a built-in calculator capable of performing simple arithmetic calculations that can be either viewed or printed. To access the calculator, from the idle prompt (READY message) press [0], then press the desired numeral and associated math symbols and press [ENTER] to obtain the result. To print the calculations, you must press the [BACKSPACE] key to clear the calculator screen, then the right [? ] key to activate the printer function. For example, to calculate and view (without printing) the result of the sum of two plus two: press [2] [+] [2] [ENTER] and the terminal will display the sum, in this case “4.” To calculate and print the result of the sum of two plus two: press [2], press [BACKSPACE], press the right [? ] key, press [2] [+] [2] [ENTER] and the terminal will print the calculations. It may be necessary to press the printer paper advance key for a better view of the printout. For a decimal point, press the [*] key.

## LOCAL FUNCTIONS

### *ENTER 40: View Last Three Responses From Host*

To view the host responses (approved, declined, etc.) from the most recent three transaction attempts, follow the procedures below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][0] and press [ENTER] to view the most recent response from the host. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| HOST RESPONSE 1:<br>Approved XXXXXX<br>[? ] [? ] [? ] | Press [ENTER] to view the second most recent response from the host. |
| HOST RESPONSE 2:<br>Approved XXXXXX<br>[? ] [? ] [? ] | Press [ENTER] to view the third most recent response from the host. |
| HOST RESPONSE 3:<br>Approved XXXXXX<br>[? ] [? ] [? ] | Press [ENTER] to again view the most recent response or press [CLEAR] to escape. |

### *ENTER 41: Printer Enable*

To enable or disable the printer follow the instructions outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |

| Display Message | Operator Action |
|---|---|

| | |
|---|---|
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4] [1] and press [ENTER]. |
| ENTER PASSWORD<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| PRINTER ENABLE?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key to enable the printer or press the right [? ] key to disable the printer. |
| CHANGE ACCEPTED<br>[? ] [? ] [? ] | Terminal returns to the idle prompt. |

***ENTER 42: Dial Prefix (PABX)***

To enter, view or change the current PABX dial prefix that the terminal dials before connecting with the host.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][2] and press [ENTER]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| ENTER DIAL PREFIX<br>_<br>[? ] [? ] [? ] | Key in the necessary prefix for the terminal to dial out and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| CHANGE ACCEPTED<br>[? ] [? ] [? ] | Terminal returns to the idle prompt. |

***ENTER 43: Dial Suffix***

To enter, view, or change any dial suffix. This would be used for situations in which a dial out password is required or when post-dial delays are necessary.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][3] and press [ENTER]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ] | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| ENTER DIAL SUFFIX<br>_<br>[? ] [? ] [? ] | Key in the desired suffix for the terminal to dial and press [ENTER]. |
| CHANGE ACCEPTED<br>[? ] [? ] [? ] | Terminal returns to the idle prompt. |

***ENTER 44: View Last Three Batches***

This procedure allows information about the three most recent batches to be reviewed; the displayed information includes: date, total, and number of items.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][4] and press [ENTER]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| # 1 $<br>0.00/000<br>01/01/00<br>00:00<br>[? ] [? ] [? ] | The following information will display batch number,<br>batch total, number of items, date and time batch closed.<br>Press [ENTER] to view additional batch information. |

***ENTER 45: Demo Mode Enable/Disable***

To enable/disable the terminal's demonstration mode follow the procedures outlined below. The demo mode enables users to experiment with the different LinkPoint features without processing credit cards. To continue the demonstration after any message display, simply press [ENTER].

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][5] and press [ENTER]. |
| ENTER PASSWORD<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| DEMO MODE?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key to enable the demo mode or press the right [? ] key to disable the demo mode. |
| CHANGE ACCEPTED<br>[? ] [? ] [? ] | Terminal returns to the idle prompt. |

### *ENTER 46: Technical Specification Printout*

This terminal function will print the terminal's settings. To print the current technical specifications follow the procedures outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][6] and press [ENTER]. |
| ENTER PASSWORD<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| SPECS CARD<br>RGS<br>\| \|<br>[? ] [? ] [? ] | Press the left [? ] key to print the set up report. Press the right [? ] key for a report of account range settings. |

### *ENTER 47: Batch Number Setting*

To change the current batch number follow the procedures outlined below. This function should be used only under proper supervision.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][7] and press [ENTER]. |
| ENTER PASSWORD<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |

| Display Message | Operator Action |
|---|---|
| CURRENT BATCH#: 0<br>[? ] [? ] [? ] | This screen appears briefly before switching to the next screen. |
| NEW BATCH #<br>[? ] [? ] [? ] | Key in the new one digit batch number ([0] - [9]) and press [ENTER]. The terminal returns to the idle prompt. |

***ENTER 48: View Merchant ID, View or Change Device ID, Phone Numbers***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][8] and press [ENTER]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| MERCHANT ID<br>XXXXXXXXXXXXX<br>[? ] [? ] [? ] | Press [ENTER] to continue. |
| DEVICE ID<br>XXXX<br>[? ] [? ] [? ] | Either press [ENTER] to continue to the next prompt or change the current ID by keying-in a new 1-4 digit ID and pressing [ENTER].<br><br>**Note**: This cannot be changed unless the batch is empty. |
| PRIMARY PHONE #<br>XXXXXXX<br>[? ] [? ] [? ] | Either press [ENTER] to continue to the next prompt or change the current phone number by keying-in the new host phone number and pressing [ENTER]. This can be changed even with an open batch. |

| Display Message | Operator Action |
|---|---|
| SECONDARY PHONE#<br>XXXXXX<br>[? ] [? ] [? ] | Either press [ENTER] to go to the next prompt or change this by keying-in the new host phone number and pressing [ENTER]. This field may be changed even with an open batch. |
| PRIMARY CLOSE #<br>XXXXXX<br>[? ] [? ] [? ] | Either press [ENTER] to go to the next prompt or change this by keying-in the new host phone number and pressing [ENTER]. This field may be changed even with an open batch. |
| SECONDARY CLOSE #<br>XXXXXXXXXX<br>[? ] [? ] [? ] | Either press [ENTER] to go to the next prompt or change this by keying-in the new host phone number and pressing [ENTER]. This field may be changed even with an open batch. Press [CLEAR] to return to the idle prompt. |

***ENTER 49: Clear Batch***

To clear the current batch follow the procedures outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [4][9] and press [ENTER]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| CLEAR CURRENT BATCH<br>YES<br>NO<br>[? ] [? ] [? ] | Press either the left [? ] key to clear the batch or the right [? ] key to exit the function. |
| BATCH CLEARED<br>[? ] [? ] [? ] | Press [CLEAR] to return to the idle prompt. |

### *ENTER 50: Deposit Inquiry*

To view the last host-processed batch, follow the procedures below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [5][0] and press [ENTER]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| DEPOSIT UPDATE<br>\| \|<br>[? ] [? ] [? ] | Press the left [? ] key to perform an inquiry. |
| DEPOSIT INQUIRY<br>DIALING…<br>[? ] [? ] [? ] | The terminal dials out. |
| DEPOST INQUIRY<br>CONNECTED!<br>[? ] [? ] [? ] | Please wait—the terminal is communicating with the host. |
| DEPOSIT INQUIRY<br>RECEIVING…<br>[? ] [? ] [? ] | The terminal receives the response from the host. |
| APPROVAL 0000000<br>[? ] [? ] [? ] | The terminal will print the last response. |

### *ENTER 50: Update Host*

To update the host system with offline transaction in the open batch, follow the procedures below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [5][0] and press [ENTER]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| DEPOSIT UPDATE<br>\| \|<br>[? ] [? ] [? ] | Press the right [? ] key under UPDATE to update the host. |
| UPDATING HOST<br>DIALING<br>[? ] [? ] [? ] | The terminal dials the host. |
| UPDATING HOST<br>CONNECTED!<br>[? ] [? ] [? ] | Please wait—the terminal is communicating with the host. |
| UPDATING HOST<br>TRANSMITTING…<br>[? ] [? ] [? ] | The terminal transmits the information to the host. |
| UPDATING HOST<br>RECEIVING…<br>[? ] [? ] [? ] | Please wait… |
| UPDATE COMPLETE<br>[? ] [? ] [? ] | Once the update is complete, press [CLEAR]. |

### *ENTER 51: Print Last 10 Batches*

To receive a printout of the 10 batch amounts, follow the procedures below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [5][1] and press [ENTER]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| FUNCTION<br>Print Batch Info<br>[? ] [? ] [? ] | Please wait for the printout. |

### *ENTER 52: Terminal Keyboard Lock*

Please follow the procedure below to lock the terminal keyboard.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [5][2] and press [ENTER]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| ENTER PASSWORD<br>TO LOCK TERM<br>[? ] [? ] [? ] | Key in [1] [2] [3] [1] [2] [3] and press [ENTER]. |
| ENTER PASSWORD<br>TO UNLOCK TERM<br>[? ] [? ] [? ] | The terminal will remain in this mode until the password is entered again. To unlock, key in [1] [2] [3] [1] [2] [3] and press [ENTER]. |

***ENTER 53: Second Receipt Copy Printout***

To either enable or disable printing a customer copy of a transaction receipt, follow the procedures below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [5][3] and press [ENTER]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| PROMPT FOR 2ND COPY?<br>YES NO<br>[? ] [? ] [? ] | Press either the left [? ] key to prompt for a second receipt copy or the right [? ] key to not prompt for a second copy and exit the function. |

***ENTER 98: Program Name And Revision Information***

To review the name and the last revision date of the program currently loaded into the LinkPoint terminal, please follow the procedure below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |

| Display Message | Operator Action |
|---|---|

| | |
|---|---|
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [9][8] and press [ENTER]. |
| Prm Name/Date<br>L3FRR31 01/05/01<br>[? ] [? ] [? ] | The terminal will display the name and last revision date of the program currently loaded into the terminal. |

***ENTER 99: Application Version And Download Information***

To review the application version and the date the last terminal download took place, please follow the procedure below.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press [ENTER]. |
| FUNCTION<br>_<br>[? ] [? ] [? ] | Key in [9][9] and press [ENTER]. |
| App Version<br>v 3.x 12/23/00<br>[? ] [? ] [? ] | The terminal will display the name and last revision date of the program currently loaded into the terminal. |

## RETAIL STANDARD KEY OPERATIONS

Retail transactions are transactions that all personnel can perform. These transactions include sale, debit sale, return, void, ticket only, authorization only and close batch. Standard retail credit and debit card, direct marketing and purchasing card program are supported.

The LinkPoint READY message estimates the number of transactions that can be performed before the batch is full. For example, READY 30 indicates there is space to store approximately 30 more transactions in the current batch. Overflowing the terminal with transactions can compromise data integrity.

When the memory is full, the screen displays “MUST CLOSE BATCH BEFORE CONTINUING” and no further transactions can be stored until the batch is closed and the memory is cleared from the terminal. This is a safety feature that advises the merchant to close the batch when the batch is almost full.

The procedures for each transaction type include most optional prompts. The options are designated with the note “*(optional)*” directly below the displayed message. Depending on the user’s needs, they may be enabled or disabled.

### *Retail Gratuity Feature*

The L3FRR31 application also includes functionality for non-restaurant businesses, such as beauty salons, etc., to accept and process gratuities (tips) with their credit card transactions. By downloading this application with the #RTIP parameter enabled to “Y” (YES), the [+] key labeled [ADJUST] can then be used to add gratuities to the transaction amounts. Generally, for non-restaurant environments the tip calculation percentage (#DATIP parameter) should be set to ‘10’ rather than the standard ’20’ percent. With the retail tip feature enabled, the terminal sends transactions to the FDR host in a retail format, but the receipts and reports incorporate the TIP features.

| Key Name | Explanation |
|---|---|
| [SALE] | Obtains credit card authorization and captures the transaction for later deposit. |
| [ATM/DEBIT] | Obtains ATM/debit card authorization and captures the transaction for later deposit. |
| [RETURN] ] | Initiates a return/credit. |
| [X] (AUTH ONLY) | Used to authorize a transaction without ticket capture. |
| [–] (OFFLINE) TICKET ONLY | Captures a previously authorized transaction. |
| [VOID] | Voids any captured transaction in an open batch. |
| [CHECK] | Initiates a request for a check authorization. |
| [REVIEW] | Used to review or print information about captured transaction details and/or totals prior to batch close. |
| [÷] (PRINT) REPRINT | Prints a duplicate copy of a captured transaction. |
| [CLOSE] | Closes the terminal batch and initiates the deposit of funds. |

### *SALE*

A sale is a monetary transaction that transfers funds from a cardholder's credit line to the merchant's bank account. This transaction is the normal procedure used to authorize and capture a credit card sale for later deposit.

***Retail Credit Card Sale — Swipe***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| XXXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the transaction is a recurring transaction, press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| VISA<br>SALE<br>OPER ID<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters)<br><br>and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX<br>[? ] [? ] [? ] | If the transaction is approved, the printer (if available) prints a receipt of the transaction. After the printing stops, either press [CLEAR] to return to the READY message or press [ENTER] to print another receipt copy, if necessary. If a call center message appears, however, see the CALL CENTER display screen below. |

| Display Message | Operator Action |
|---|---|
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the following messages: |
| *Switches to Display Below*<br>CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |
| *Alternates w/Display Below*<br>CALL VOICE CENTER<br>Press ENTER to cont<br>[? ] [? ] [? ]<br>*(optional)* | After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction. |
| AUTH CODE<br>[? ] [? ] [? ]<br>*(optional)* | When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

### *Credit Card Sale — Manual Entry with Card Verification Value*

Card Verification Value (CVV2) is a number that appears on the back of the customer's VISA and MasterCard after the account number. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [SALE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| SALE:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA<br>SALE<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| ENTER CVV2<br>INDICATOR…<br>[? ] [? ] [? ]<br>*(optional)* | Press one of the keys from the list below: |
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ] | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |

| Display Message | Operator Action |
|---|---|
| *Alternates w/Display Below* | |
| 2=CVV2 ILLEGIBLE<br>9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value |
| ENTER CVV2 VALUE<br>[? ] [? ] [? ] | If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the transaction is a recurring transaction, press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| PHONE ORDER?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not. |
| CARD PRESENT?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the credit card is present or press the right [? ] key if it is not. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to continue. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX<br>[? ] [? ] [? ] | If the transaction is approved, the printer (if available) prints a receipt of the transaction. After the printing stops, either press [CLEAR] to return to the READY message or press [ENTER] to print another receipt copy, if necessary. If a call center message appears, however, see the CALL CENTER display screen below. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |
| *Switches to Display Below* | |
| CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |

| Display Message | Operator Action |
|---|---|

*Alternates w/Display Below*

[? ] [? ] [? ]
*(optional)*

After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction.

[? ] [? ] [? ]
*(optional)*

When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment.

[? ] [? ] [? ]
*(optional)*

Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

*__NOTE__: Codes only appear on VISA transactions.

The finished merchant copy of the credit card sale receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……..: XXXXXXXXXXXXXXXX<br>DEVICE ID……..: XXXX<br>Item:001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type*, entry method, card number, expiration date (if swiped month and year are reversed) |
| INVOICE…..……: XXXX | –Invoice number (optional) |
| **SALE $ 10.00**<br>**TAX $ 2.50**<br>**TOTAL $ 12.50** | –Purchase amount<br>–Tax (optional)<br>–Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX M | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) |
| TOP COPY-MERCHANT | |

*Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only).

The finished customer copy* of the credit card sale receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……..: XXXXXXXXXXXXXXXX | –Merchant ID |
| DEVICE ID……..: XXXX | –Device (Terminal) ID |
| Item:001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Item number, card and trans. type*, entry method, card number, expiration date (if swiped month and year are reversed) |
| INVOICE…..……: XXXX | –Invoice number (optional) |
| **SALE $ 10.00** | –Purchase amount |
| **TAX $ 2.50** | –Tax (optional) |
| **TOTAL $ 12.50** | –Total amount |
| | –No Cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date and time of transaction |
| RESPONSE……..: APPROVED XXXXXX M | –Response from host including the CVV2 response code (if keyed) |
| BOTTOM COPY-CUSTOMER | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *Credit Card Sale — Manual Entry with Direct Marketing/AVS prompts*

The Address Verification Service (AVS) provides the direct marketing merchant with one measure of security by verifying that the account number presented actually belongs to the individual who is placing the order.

Card Verification Value (CVV2) is a number that appears on the back of the customer's VISA and MasterCard after the account number. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [SALE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| SALE:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA<br>SALE<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| ENTER CVV2<br>INDICATOR…<br>[? ] [? ] [? ]<br>*(optional)* | Press one of the keys from the list below: |

| Display Message | Operator Action |
|---|---|
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ]<br>*Alternates w/Display Below* | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |
| 2=CVV2 ILLEGIBLE<br>9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value |
| ENTER CVV2<br>ON BACK OF CARD<br>[? ] [? ] [? ] | If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the transaction is a recurring transaction, press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| PHONE ORDER?<br>YES NO<br>[? ] [? ] [? ]<br>*(optional)* | Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not. |
| CARD PRESENT?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the credit card is present or press the right [? ] key if it is not. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |

| Display Message | Operator Action |
|---|---|
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| ORDER NUMBER?<br>[? ] [? ] [? ] | Key in order number (up to 25 alphanumeric characters) press [ENTER]. |
| AVS ADDRESS?<br>[? ] [? ] [? ] | Key in the customer's numeric address (up to five digits) and press [ENTER]. For example, to enter the address "123 Main St. #4," key in "1234." |
| AVS ZIP CODE?<br>[? ] [? ] [? ] | Key in the customer's five- or nine-digit Zip Code and press [ENTER]. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| AUTH/TKT XXXXX YM<br>[? ] [? ] [? ] | When the transaction is approved, the terminal displays the authorization, AVS, CVV2 codes and the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

### *Call Center Procedures*

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | [See the messages below] |
| *Switches to Display Below* | |
| CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |
| *Alternates w/Display Below* | |
| CALL VOICE CENTER<br>Press ENTER to cont<br>[? ] [? ] [? ]<br>*(optional)* | After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction. |
| AUTH CODE<br>[? ] [? ] [? ]<br>*(optional)* | When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

| Address Verification Service (AVS) Response Code Definitions | | | |
|---|---|---|---|
| A | Address Match Only | U | Address Information Not Available |
| E | Not eligible for AVS | W | 9-digit Zip Code OK |
| N | No Match | X | Exact Match |
| R | Retry, System Unavailable | Y | Exact Match |
| S | Service Not Supported | Z | 5-digit Zip Code OK |

| Card Verification Value 2 Response Codes | |
|---|---|
| M | CVV2 Match |
| N | No CVV2 Match |
| P | CVV2 Value Not Processed |
| S | Should Be On Card, But illegible To Merchant* |
| U | Service Not Available* |
| Blank | No Data Provided In Processing Response |

*__NOTE__: Codes only appear on VISA transactions.

The finished merchant copy of the sales receipt with direct marketing or AVS will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……: XXXXXXXXXXXXXXX<br>DEVICE ID……: XXXX<br>Item:001 VISA SALE / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type*, entry method, card number, expiration date (if swiped, month and year are reversed) |
| INVOICE……..……: XXXX<br>AVS ADDRESS……..…..: XXXXXX<br>AVS ZIP CODE……..…..: XXXXXX | –Invoice ID (optional)<br>–AVS address<br>–AVS zip code |
| **FOOD / BEV $ 5.00**<br>**TAX $ 1.00**<br>**TOTAL $ 6.00** | –Purchase amount<br>–Tax amount (optional)<br>–Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if card swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..…..: APPROVED XXXXXX XX<br>AVS……..:ADDRESS MATCH | –Date, day, and time of transaction<br>–Response from host terminal, authorization number, AVS, CVV2 response codes and AVS response description |
| TOP COPY-MERCHANT | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

The finished customer copy* of the sales receipt with direct marketing or AVS will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……: XXXXXXXXXXXXXXX<br>DEVICE ID……: XXXX<br>Item:001 VISA SALE / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type*, entry method, card number, expiration date (if swiped, month and year are reversed) |
| INVOICE……..……: XXXX<br>AVS ADDRESS……..…..: XXXXXX<br>AVS ZIP CODE……..…..: XXXXXX | –Invoice ID (optional)<br>–AVS address<br>–AVS zip code |
| **FOOD / BEV $ 5.00**<br>**TAX $ 1.00**<br>**TOTAL $ 6.00** | –Purchase amount<br>–Tax amount (optional)<br>–Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..…..: APPROVED XXXXXX XX<br>AVS……..:ADDRESS MATCH | –Date, day, and time of transaction<br>–Response from host terminal, authorization number, AVS, CVV2 response codes and AVS response description |
| BOTTOM COPY-CUSTOMER | |

*Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only).

***NOTE:** If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *Sale: Purchasing Card — Card Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| XXXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ] | Key in the last four digits of the account number and press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |

| Display Message | Operator Action |
|---|---|
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal again, then press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| CUSTOMER CODE<br>_<br>[? ] [? ] [? ] | Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |
| *Switches to Display Below*<br>CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |
| *Alternates w/Display Below*<br>CALL VOICE CENTER<br>Press ENTER to cont<br>[? ] [? ] [? ]<br>*(optional)* | After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction. |
| AUTH CODE<br>[? ] [? ] [? ]<br>*(optional)* | When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Sale: Purchasing Card — Manual Entry***

Card Verification Value (CVV2) is a number that appears on the back of the customer's VISA and MasterCard after the account number. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [SALE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| SALE:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA<br>SALE<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| ENTER CVV2<br>INDICATOR…<br>[? ] [? ] [? ]<br>*(optional)* | Press one of the keys from the list below: |
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ] | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |

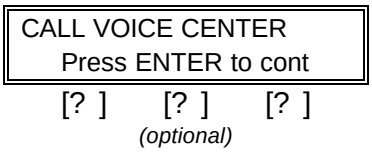
*Alternates w/Display Below*

| Display Message | Operator Action |
|---|---|
| 2=CVV2 ILLEGIBLE<br>9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value. |
| ENTER CVV2 VALUE<br>[? ] [? ] [? ] | If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| PHONE ORDER?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not. |
| CARD PRESENT?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the credit card is present or press the right [? ] key if it is not. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to continue. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal again and press [ENTER]. |

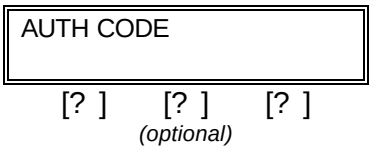
| | |
|---|---|
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ] | If prompted, key in the invoice number (up to eight digits) and press [ENTER] or simply press [ENTER] to skip this field. |
| CUSTOMER CODE<br>_<br>[? ] [? ] [? ] | Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR VISA PURCHASING CARDS. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX M<br>[? ] [? ] [? ] | When the transaction is approved, the terminal displays the authorization and CVV2 codes and the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

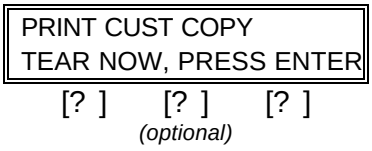
| **Display Message** | **Operator Action** |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |
| *Switches to Display Below* | |
| CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |
| **Display Message** | **Operator Action** |
| *Alternates w/Display Below* | After receiving the authorization number from the voice authorization center, press [ENTER] when you |




are ready to complete the transaction.




When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment.




Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

The finished merchant copy of the purchasing card sale receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to six lines) |
| MERCHANT ID……..: XXXXXXXXXXXXXXX<br>DEVICE ID……..: XXXX<br>Item:001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Merchant ID<br>–Terminal ID<br>–Item number, card and trans. type*, entry method<br>–Card number, expiration date (if swiped month and year are reversed) |
| INVOICE…..……: XXXX<br>OPERATOR ID……..……..: XX<br>CUSTOMER CODE……..: XXXX | –Invoice number; operator ID (optional)<br>–Customer code (up to 17 characters) |
| **SALE $ 10.00**<br>**TAX $ 2.50**<br>**TOTAL $ 12.50** | –Amount (before tax)<br>–Sales tax amount<br>–Total purchase amount (with tax) |
| X_____<br>_<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (prints if card is swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Customized cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX M<br>AVS……..: 5-DIGIT ZIP OK<br>TID: XXXXXXXXXXXXXXXXX ACI: X | –Date, day, and time of transaction<br>–Response from host including the CVV2 response code (if keyed)<br>–AVS response description (if keyed)<br>–Transaction ID, authorization characteristic indicator (if keyed) |
| TOP COPY-MERCHANT | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

The finished customer copy* of the purchasing card sale receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to six lines) |
| MERCHANT ID……..: XXXXXXXXXXXXXXX<br>DEVICE ID……..: XXXX<br>Item:001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Merchant ID<br>–Terminal ID<br>–Item number, card and trans. type*, entry method<br>–Card number, expiration date (if swiped month and year are reversed) |
| INVOICE…..……: XXXX<br>OPERATOR ID……..……..: XX<br>CUSTOMER CODE……..: XXXX | –Invoice number; operator ID (optional)<br>–Customer code (up to 17 characters) |
| **SALE $ 10.00**<br>**TAX $ 2.50**<br>**TOTAL $ 12.50** | –Amount (before tax)<br>–Sales tax amount<br>–Total purchase amount (with tax) |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Customized cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX M<br>AVS……..: 5-DIGIT ZIP OK<br>TID: XXXXXXXXXXXXXXXXX ACI: X | –Date, day, and time of transaction<br>–Response from host including the CVV2 response code (if keyed)<br>–AVS response description (if keyed)<br>–Transaction ID, authorization characteristic indicator (if keyed) |
| BOTTOM COPY-CUSTOMER | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *ATM/DEBIT CARD SALE*

An ATM/debit sale is a monetary function that transfers funds from the cardholder's ATM/debit account to the merchant's bank account.

#### *Card swipe via terminal (with a PINpad 101/1000)*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [ATM/DEBIT]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale again without the decimal and press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount without the decimal, then press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| CASH BACK AMOUNT?<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Enter the amount of cash to be given back to the cardholder and press [ENTER]. |
| SWIPE CARD<br>[? ] [? ] [? ] | Advises for the card to be swiped on the terminal. |
| WAITING FOR PIN<br>[? ] [? ] [? ] | No operator action required as the terminal displays this message. |

| PINpad 101/1000 Display | Cardholder Instructions |
|---|---|
| TOTAL $0.00 | No operator action required as the PIN pad scrolls the three display messages to the left. The first message being the total amount of the sale. |
| ENTER PIN | The customer should then enter his/her PIN on the PIN pad. |
| PUSH ˇENTERˇ | Completing the instructions on the PIN pad, the customer should press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight digits) and press [ENTER] or simply press [ENTER] to skip this field. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message. |

| Display Message | Operator Action |
| --- | --- |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Card swipe via the PIN pad (PINpad 201/2000)***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [ATM/DEBIT]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale again without the decimal and press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount without the decimal, then press [ENTER]. |
| CASH BACK AMOUNT?<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the amount of cash to be given back to the cardholder and press [ENTER]. |

| Display Message | Operator Action |
|---|---|

| | |
|---|---|
| CUSTOMER SWIPES CARD<br>_<br>[? ] [? ] [? ] | Instruct the customer to swipe his/her ATM/debit card through the PIN pad. |

| **PINpad 201/2000 Display** | **Cardholder Instructions** |
|---|---|
| SWIPE CARD | Customer swipes card through the card reader of the PIN pad device. |

| **PINpad 201/2000 Display** | **Cardholder Instructions** |
|---|---|
| PROCESSING | No action necessary as these display messages flash. |
| PIN PAD | |
| TOTAL $0.00 | The customer should enter his/her PIN and push [#] as the two messages to the left alternate on the display panel of the PIN pad device. |
| ENTER PIN, PUSH # | |
| PROCESSING | No customer action as these messages display. |
| THANK YOU | |

| **Display Message** | **Operator Action** |
|---|---|
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight digits) and press [ENTER] or simply press [ENTER] to skip this field. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the ATM/debit sales receipt will look like this:

| | |
|---|---|
| ATM/DEBIT SALE RECEIPT | –Transaction type specification |
| RETAIL STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to six lines) |
| MERCHANT ID……..: XXXXXXXXXXXXXXX<br>DEVICE ID……..: XXXX<br>Item: 999 DEBIT SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Customer ID<br>–Terminal ID<br>–Item number, card and trans. type<br>–Card number, expiration date |
| INVOICE…..……: XXXX<br>OPERATOR ID…….……..: XX | –Invoice number and operator ID (optional) |
| **SALE $ 10.00**<br>**TAX $ 2.00**<br>**CASH BACK $ 20.00**<br>**TRANS. FEE $ 1.00**<br>**TOTAL $ 33.00** | –Purchase amount<br>–Tax amount (optional)<br>–Cash back transaction fee(optional)<br>–Transaction fee amount (optional)<br>–Cash back amount (optional)<br>–Total debit amount |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING<br>TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Customized cardholder agreement |
| THANK YOU FOR SHOPPING HERE!<br>COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX M | –Date, day, and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the ATM/debit sales receipt will look like this:

| | |
|---|---|
| ATM/DEBIT SALE RECEIPT | –Transaction type specification |
| RETAIL STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to six lines) |
| MERCHANT ID……..: XXXXXXXXXXXXXXX<br>DEVICE ID……..: XXXX<br>Item: 999 DEBIT SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Customer ID<br>–Terminal ID<br>–Item number, card and trans. type<br>–Card number, expiration date |
| INVOICE…..……: XXXX<br>OPERATOR ID…….……..: XX | –Invoice number and operator ID (optional) |
| **SALE $ 10.00**<br>**TAX $ 2.00**<br>**CASH BACK $ 20.00**<br>**TRANS. FEE $ 1.00**<br>**TOTAL $ 33.00** | –Purchase amount<br>–Tax amount (optional)<br>–Cash back transaction fee(optional)<br>–Transaction fee amount (optional)<br>–Cash back amount (optional)<br>–Total debit amount |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING<br>TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Customized cardholder agreement |
| THANK YOU FOR SHOPPING HERE!<br>COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX M | –Date, day, and time of transaction<br>–Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *RETURN*

A return is a monetary transaction used to reverse a transaction from a previous day or batch and initiate a credit to the cardholder's account.

### *Credit Card Return — Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [RETURN]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| RETURN<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| XXXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |

| Display Message | Operator Action |
|---|---|
| RETURN AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the return without the decimal, then press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale again without the decimal and press [ENTER]. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ] | Key in the invoice number (up to eight digits) and press [ENTER] or simply press [ENTER] to skip this field. |
| CUSTOMER CODE<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Credit Card Return — Manual Entry***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [RETURN]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| RETURN<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA<br>RETURN<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| RETURN AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the return without the decimal and press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ] | Key in the invoice number (up to eight digits) and press [ENTER] or simply press [ENTER] to skip this field. |
| CUSTOMER CODE?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |

| Display Message | Operator Action |
|---|---|
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the return receipt will look like this:

| | |
|---|---|
| RETURN RECEIPT | –Transaction type specification |
| RETAIL STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item:001 VISA RTRN / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 0901 | –Merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method, card number, expiration date |
| INVOICE ID .....: XXXX<br>CUSTOMER CODE.....: XXXX<br>AVS ADDRESS.....: XXXXXX<br>AVS ZIP CODE .....: XXXXXX | –Invoice ID (optional)<br>–Customer code (required for purchasing card transactions)<br>–AVS address and zip code |
| **RETURN AMOUNT $ 10.00**<br>**TAX $ 2.50**<br>**TOTAL $ 10.00** | –Return amount<br>–Tax amount (required for purchasing card transactions)<br>–Total return amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT<br>ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:05P<br>Response……: ACCEPTED 003 | –Date and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the return receipt will look like this:

| | |
|---|---|
| RETURN RECEIPT | –Transaction type specification |
| RETAIL STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item:001 VISA RTRN / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 0901 | –Merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method, card number, expiration date |
| INVOICE ID .....: XXXX<br>CUSTOMER CODE.....: XXXX<br>AVS ADDRESS.....: XXXXXX<br>AVS ZIP CODE .....: XXXXXX | –Invoice ID (optional)<br>–Customer code (required for purchasing card transactions)<br>–AVS address and zip code |
| **RETURN AMOUNT $ 10.00**<br>**TAX $ 2.50**<br>**TOTAL $ 10.00** | –Return amount<br>–Tax amount (required for purchasing card transactions)<br>–Total return amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT<br>ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:05P<br>Response……: ACCEPTED 003 | –Date and time of transaction<br>–Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *AUTHORIZATION ONLY*

An authorization only is a nonmonetary function that checks the availability of the cardholder's credit and reserves the authorized amount without actually charging the cardholder. Follow the steps below to authorize a transaction without ticket data capture. After obtaining an authorization only, a ticket only transaction must be performed in order to capture and deposit the transaction.

#### *Authorization Only — Card Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [X] key labeled [AUTH ONLY]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| AUTH ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| VISA AUTH ONLY<br>ENTER LAST 4 DIGITS<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| XXXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| INVOICE NUMBER<br>[? ] [? ] [? ] | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| APPROVED XXXXXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

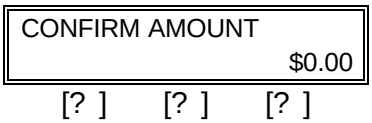
### *Authorization Only — Manual Entry with Direct Marketing Prompts*

The Card Verification Value (CVV2) is a three or more digit number that immediately follows the account number normally printed on the signature panel on the back of the VISA and MasterCard. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

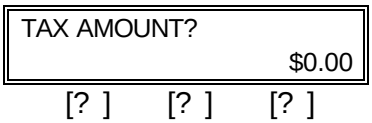
| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [X] key labeled [AUTH ONLY]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| AUTH ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA AUTH ONLY<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| XXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |
| ENTER CVV2<br>INDICATOR…<br>[? ] [? ] [? ] | Press one of the keys from the list below: |

| Display Message | Operator Action |
|---|---|
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ]<br>*Alternates w/Display Below* | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |
| 2=CVV2 ILLEGIBLE<br>9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value |
| ENTER CVV2 VALUE<br>[? ] [? ] [? ] | If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| PHONE ORDER?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not. |
| CARD PRESENT?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the credit card is present or press the right [? ] key if it is not. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |

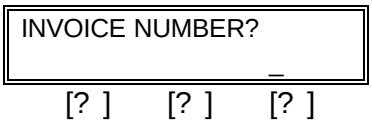
**Display Message** **Operator Action**



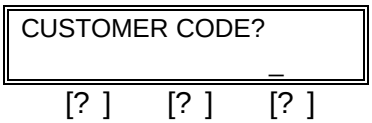

Key in the amount of the sale without the decimal again, then press [ENTER].




Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.

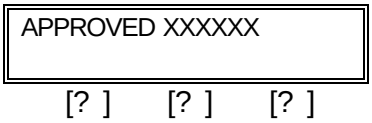



Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field.

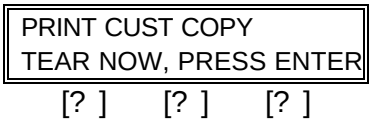



Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.

*Terminal displays several messages*




When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.




Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

The finished merchant copy of the authorization only receipt will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……: XXXXXXXXXXXXXXX | –Merchant ID |
| DEVICE ID……: XXXX | –Device (Terminal) ID |
| VISA AUTH / SWIPED | –Card type, trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 0109 | –Card number, expiration date (if swiped, month and year are reversed) |
| INVOICE……..…..: XX<br>CUSTOMER CODE.....…: XXXX | |
| **SALE $ 15.00**<br>**TAX $ 2.00**<br>**TOTAL $ 17.00** | –Purchase amount<br>–Tax amount<br>–Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if card is swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX | –Date and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the authorization only receipt will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……: XXXXXXXXXXXXXXX | –Merchant ID |
| DEVICE ID……: XXXX | –Device (Terminal) ID |
| VISA AUTH / SWIPED | –Card type, trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 0109 | –Card number, expiration date (if swiped, month and year are reversed) |
| INVOICE……..…..: XX<br>CUSTOMER CODE.....…: XXXX | –Invoice number, customer code |
| **SALE $ 15.00**<br>**TAX $ 2.00**<br>**TOTAL $ 17.00** | –Purchase amount<br>–Tax amount<br>–Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX | –Date and time of transaction<br>–Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

***Authorization Only — Manual Entry with AVS/Direct Marketing***

The Address Verification Service (AVS) provides the direct marketing merchant with one measure of security by verifying that the account number presented actually belongs to the individual who is placing the order.

Card Verification Value (CVV2) is a number that appears on the back of the customer's VISA and MasterCard. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [X] key labeled [AUTH ONLY]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| AUTH ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA AUTH ONLY<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| ENTER CVV2<br>INDICATOR…<br>[? ] [? ] [? ] | Press one of the keys from the list below: |
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ]<br>*Alternates w/Display Below* | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |
| 2=CVV2 ILLEGIBLE | [2] = if CVV2 value is illegible; [9] = if credit card has |

| | |
|---|---|
| 9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | no printed CVV2 value |
| ENTER CVV2 VALUE<br>[? ] [? ] [? ] | If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| PHONE ORDER?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not. |
| CARD PRESENT?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the credit card is present or press the right [? ] key if it is not. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |

| **Display Message** | **Operator Action** |
|---|---|
| INVOICE NUMBER?<br>_ | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press |

[? ] [? ] [? ]

[ENTER] to skip this field.

| CUSTOMER CODE? _ |
|---|

[? ] [? ] [? ]
*(optional)*

Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.

| AVS ADDRESS |
|---|

[? ] [? ] [? ]

Key in the customer's numeric address (up to five digits) and press [ENTER].

| AVS ZIP CODE |
|---|

[? ] [? ] [? ]

Key in the customer's five- or nine-digit Zip Code and press [ENTER].

*Terminal displays several messages*

| APPROVED XXXXX YM |
|---|

[? ] [? ] [? ]

When the transaction is approved, the terminal displays the authorization, CVV2, AVS codes and the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER |
|---|

[? ] [? ] [? ]
*(optional)*

If prompted, wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

| Address Verification Service (AVS) Response Code Definitions | | | |
|---|---|---|---|
| A | Address Match Only | U | Address Information Not Available |
| E | Not eligible for AVS | W | 9-digit Zip Code OK |
| N | No Match | X | Exact Match |
| R | Retry, System Unavailable | Y | Exact Match |
| S | Service Not Supported | Z | 5-digit Zip Code OK |

| Card Verification Value 2 Response Codes | |
|---|---|
| M | CVV2 Match |
| N | No CVV2 Match |
| P | CVV2 Value Not Processed |
| S | Should Be On Card, But illegible To Merchant* |
| U | Service Not Available* |
| Blank | No Data Provided In Processing Response |

*__NOTE__: Codes only appear on VISA transactions.

The finished merchant copy of the authorization only receipt with AVS will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……: XXXXXXXXXXXXXXX | –Merchant ID |
| DEVICE ID……: XXXX | –Device (Terminal) ID |
| VISA AUTH / KEYED | –Card type, trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 0901 | –Card number, expiration date |
| INVOICE……..…..: XX | –Invoice number (optional) |
| OPERATOR ID……: XX | –Operator ID (optional) |
| CUSTOMER CODE……: XXXX | –Customer code (optional) |
| AVS ADDRESS……..: XXXXX | –AVS address |
| AVS ZIP CODE……: XXXXX | –AVS zip code |
| **SALE $ 15.00**<br>**TAX $ 2.00**<br>**TOTAL $ 17.00** | –Sale amount<br>–Tax amount<br>–Total amount |
| X_____<br>SIGNATURE | –Cardholder's signature |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date and time of transaction |
| RESPONSE……..: APPROVED XXXXXX XX<br>AVS……..: EXACT MATCH<br>TID: XXXXXXXXXXXXXXX ACI: V | –Response from host including the CVV2 response code (if keyed) and AVS response code, transaction ID, authorization characteristic indicator |
| TOP COPY-MERCHANT | |

The finished customer copy* of the authorization only receipt with AVS will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID……: XXXXXXXXXXXXXXX | –Merchant ID |
| DEVICE ID……: XXXX | –Device (Terminal) ID |
| VISA AUTH / KEYED | –Card type, trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 0901 | –Card number, expiration date |
| INVOICE……..…..: XX | –Invoice number (optional) |
| OPERATOR ID……: XX | –Operator ID (optional) |
| CUSTOMER CODE……: XXXX | –Customer code (optional) |
| AVS ADDRESS……..: XXXXX | –AVS address |
| AVS ZIP CODE……: XXXXX | –AVS zip code |
| **SALE $ 15.00**<br>**TAX $ 2.00**<br>**TOTAL $ 17.00** | –Sale amount<br>–Tax amount<br>–Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date and time of transaction |
| RESPONSE……..: APPROVED XXXXXX XX<br>AVS……..: EXACT MATCH<br>TID: XXXXXXXXXXXXXXX ACI: V | –Response from host including the CVV2 response code (if keyed) and AVS response code, transaction ID, authorization characteristic indicator |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *TICKET ONLY*

The ticket only procedure is a monetary function used to capture a previously authorized transaction and initiate its deposit. If an authorization only was previously performed or a voice authorization obtained, follow the steps below to complete the transaction.

### *Ticket Only — Card Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [-] key labeled [OFFLINE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TICKET ONLY<br>MUST FIRST RECV AUTH<br>[? ] [? ] [? ] | Please wait a few seconds while terminal displays this reminder message. |
| TICKET ONLY:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| XXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale again without the decimal and press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| CUSTOMER CODE<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the customer code (up to 17 numeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |

| Display Message | Operator Action |
|---|---|
| AUTH CODE<br>_<br>[? ] [? ] [? ] | Key in the approval code previously obtained via voice authorization or through an authorization only transaction. Press [ENTER]. |
| AVS RESPONSE CODE<br>_<br>[? ] [? ] [? ] | Key in previously obtained AVS response code and press [ENTER]. |
| ACI<br>_<br>[? ] [? ] [? ] | On a swiped transaction, press [ENTER] to bypass this prompt. |
| TID<br>_<br>[? ] [? ] [? ] | On a swiped transaction, press [ENTER] to bypass this prompt. |
| ACCEPTED XXXXXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After the printing stops, press [CLEAR] to return to the READY message. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Ticket Only — Manual Entry***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [-] key labeled [OFFLINE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TICKET ONLY<br>MUST FIRST RECV AUTH<br>[? ] [? ] [? ] | Please wait a few seconds while terminal displays this reminder message. |
| TICKET ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA TICKET ONLY<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |

| Display Message | Operator Action |
|---|---|
| PHONE ORDER?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not. |
| CARD PRESENT?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the credit card is present or press the right [? ] key if it is not. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale again without the decimal and press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| CUSTOMER CODE<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |

| Display Message | Operator Action |
|---|---|
| AUTH CODE<br>_<br>[? ] [? ] [? ] | Key in approval code previously obtained via voice authorization or through an authorization only transaction and press [ENTER]. |
| AVS RESPONSE CODE<br>_<br>[? ] [? ] [? ] | Key in previously obtained AVS response code and press [ENTER]. |
| ACI<br>_<br>[? ] [? ] [? ] | Key in the letter V and press [ENTER]. |
| TID<br>_<br>[? ] [? ] [? ] | Key in the transaction ID number if previously obtained and press [ENTER]. |
| ACCEPTED XXXXXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the ticket only receipt will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item: 006 VISA TKTO / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Merchant ID<br>–Device (Terminal) ID<br>–Card type, trans. type, entry method<br>–Card number, expiration date (if swiped, month and year are reversed) |
| INVOICE .....: XX<br>CUSTOMER CODE.....: XXXX<br>APPROVAL CODE.....: XXXXXX<br>AVS ADDRESS.....: XXXXX<br>AVS ZIP CODE .....: XXXXX | –Invoice number (optional)<br>–Customer code (required for purchasing card transactions), approval code, AVS address, AVS zip code |
| **SALE $ 20.00**<br>**TAX $ 2.00**<br>**TOTAL $ 22.00** | –Sale amount<br>–Tax amount<br>–Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX XX<br>AVS……..: EXACT MATCH | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) and AVS response code |
| TOP COPY-MERCHANT | |

The finished customer copy* of the ticket only receipt will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item: 006 VISA TKTO / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Merchant ID<br>–Device (Terminal) ID<br>–Card type, trans. type, entry method<br>–Card number, expiration date (if swiped, month and year are reversed) |
| INVOICE .....: XX<br>CUSTOMER CODE.....: XXXX<br>APPROVAL CODE.....: XXXXXX<br>AVS ADDRESS.....: XXXXX<br>AVS ZIP CODE .....: XXXXX | –Invoice number (optional)<br>–Customer code (required for purchasing card transactions), approval code, AVS address, AVS zip code |
| **SALE $ 20.00**<br>**TAX $ 2.00**<br>**TOTAL $ 22.00** | –Sale amount<br>–Tax amount<br>–Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX XX<br>AVS……..: EXACT MATCH | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) and AVS response code |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

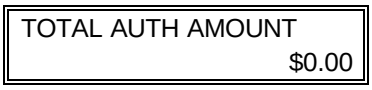
***Ticket Only — Manual Entry with AVS/Direct Marketing***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [-] key labeled [OFFLINE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TICKET ONLY<br>MUST FIRST RECV AUTH<br>[? ] [? ] [? ] | Please wait a few seconds while terminal displays this reminder message. |
| TICKET ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA TICKET ONLY<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0101 for January 2001) then press [ENTER]. |
| RECURRING PAYMENT?<br>YES NO<br>[? ] [? ] [? ] | If the payment is a regular or recurring payment press the left [? ] key, if not, press the right [? ] key.<br><br>**NOTE**: A recurring transaction is one that the merchant repeats on a regular basis, such as a charge for a monthly membership fee. Choosing this option flags the transaction as a recurring payment only; it will not repeat the transaction automatically. |

| Display Message | Operator Action |
|---|---|
| PHONE ORDER?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not. |
| CARD PRESENT?<br>YES NO<br>[? ] [? ] [? ] | Press the left [? ] key if the credit card is present or press the right [? ] key if it is not. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to continue. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale <u>without</u> the decimal and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale again without the decimal and press [ENTER]. |
| TAX AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS. |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] or simply press [ENTER]to skip this field. |
| CUSTOMER CODE<br>_<br>[? ] [? ] [? ] | Key in the customer code (up to 17 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR VISA PURCHASING CARDS. |
| ORDER NUMBER<br>_<br>[? ] [? ] [? ] | Key in order number (up to 25 alphanumeric characters) and press [ENTER]. |

| Display Message | Operator Action |
|---|---|

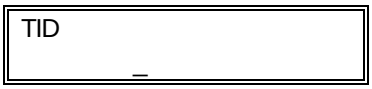
Key in approval code previously obtained via voice authorization or through an AUTHORIZATION ONLY transaction and press [ENTER].



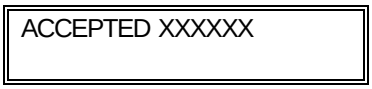

Key in total authorized amount and press [ENTER].

Key in previously obtained AVS response code and press [ENTER].

Key in the letter V and press [ENTER].




Key in the transaction ID number if previously obtained and press [ENTER].




When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

The finished merchant copy of the ticket only receipt with AVS/direct marketing will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item: 006 VISA TKTO / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Merchant ID<br>–Device (Terminal) ID<br>–Card type, trans. type, entry method<br>–Card number, expiration date (if swiped, month and year are reversed) |
| INVOICE .....: XX<br>OPERATOR ID .....: XX<br>CUSTOMER CODE.....: XXXX<br>APPROVAL CODE.....: XXXXXX<br>AVS ADDRESS.....: XXXXX<br>AVS ZIP CODE .....: XXXXX | –Invoice number (optional)<br>–Operator ID (optional)<br>–Customer code (required for purchasing card transactions), approval code, AVS address, AVS zip code |
| **SALE $ 20.00**<br>**TAX $ 2.00**<br>**TOTAL $ 22.00** | –Sale amount<br>–Tax amount<br>–Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX XX<br>AVS……..: EXACT MATCH<br>TID: XXXXXXXXXXXXX ACI: X | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) and AVS response code, transaction ID, authorization characteristic indicator |
| TOP COPY-MERCHANT | |

The finished customer copy* of the ticket only receipt with AVS/direct marketing will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item: 006 VISA TKTO / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Merchant ID<br>–Device (Terminal) ID<br>–Card type, trans. type, entry method<br>–Card number, expiration date (if swiped, month and year are reversed) |
| INVOICE .....: XX<br>OPERATOR ID .....: XX<br>CUSTOMER CODE.....: XXXX<br>APPROVAL CODE.....: XXXXXX<br>AVS ADDRESS.....: XXXXX<br>AVS ZIP CODE .....: XXXXX | –Invoice number (optional)<br>–Operator ID (optional)<br>–Customer code (required for purchasing card transactions), approval code, AVS address, AVS zip code |
| **SALE $ 20.00**<br>**TAX $ 2.00**<br>**TOTAL $ 22.00** | –Sale amount<br>–Tax amount<br>–Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE……..: APPROVED XXXXXX XX<br>AVS……..: EXACT MATCH<br>TID: XXXXXXXXXXXXX ACI: X | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) and AVS response code, transaction ID, authorization characteristic indicator |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *CHECK*

TeleCheck authorization only service allows the terminal to call, receive an authorization number and print a receipt for checks, just like an authorization only procedure for credit cards and debit cards. The authorization number is not stored in the terminal memory, however. Please follow the procedures below to use the TeleCheck authorization only service.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TeleCheck<br>SLIDE CHECK<br>[? ] [? ] [? ] | Slide the check or press [ENTER] to enter MICR data manually. |
| ROUTING NUMBER<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the transit number and press [ENTER]. |
| ACCOUNT NUMBER<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the account number and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| CHECK NUMBER<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the check number and press [ENTER]. |
| CHECK TYPE<br>PERSONAL BUSINESS<br>[? ] [? ] [? ]<br>*(optional)* | If the check is personal, press the left [? ] key, if it is a business check, press the right [? ] key. |
| BILLING #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the B.C.N. and press [ENTER]. |
| AMOUNT OF CHECK<br>$0.00<br>[? ] [? ] [? ] | Enter the amount of the check and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the amount for confirmation and press [ENTER]. |
| CASH BACK AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the amount for confirmation and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the cash-back amount for confirmation and press [ENTER]. |
| PRODUCT CODE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the product code and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| SWIPE ID<br>[? ] [? ] [? ]<br>*(optional)* | If asked, swipe the DL or press [ENTER] to enter Manually. |
| ID TYPE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the ID type and press [ENTER]. |
| ID #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the ID number and press [ENTER]. |
| SECOND ID TYPE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the second ID type and press [ENTER]. |
| ID #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the second ID number and press [ENTER]. |
| D.O.B.<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the D.O.B. mmddyy or mmddyyyy and press [ENTER]. |
| NAME<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the name and press [ENTER]. |
| HOME PHONE NUMBER<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the home phone number and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| WORK PHONE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the work phone number and press [ENTER]. |
| ADDRESS<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the address and press [ENTER]. |
| CITY<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the city and press [ENTER]. |
| STATE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the state code and press [ENTER]. |
| ZIP CODE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the ZIP code and press [ENTER]. |
| EXP. DATE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the expiration date and press [ENTER]. |
| INITIALS<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the initials and press [ENTER]. |
| CLERK ID<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the clerk ID and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| "CUSTOM PROMPT"<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the value and press [ENTER]. |
| Telecheck<br>DIALING<br>[? ] [? ] [? ] | Please wait… |
| Keep check 4 deposit<br>APPROVED XXXX<br>[? ] [? ] [? ] | When the transaction is approved, a new receipt will print. Press [CLEAR] to return to the idle prompt. |

| **12345678901234567890123456789012345678901234567890** | **Comment:** |
|---|---|
| **CHECK APPROVAL** | Type of receipt (bold and centered) |
| TIME: hh:mm DATE: mm/dd/yy | Transaction time and date (centered) |
| MER# XXXXXXXX TERM# XXX | Merchant ID and Terminal ID |
| <DBA Name> | DBA Name (centered) |
| <DBA street address> | DBA Street Address (centered) |
| DBA city, state and zip | DBA City, DBA State, DBA ZIP (centered) |
| <optional header 1> | If not spaces (centered, bold if 20 char or less) |
| <optional header 2> | If not spaces (centered, bold if 20 char or less) |
| | Blank line |
| I authorize the Merchant to convert my check and debit my account for the sale amount via draft or Electronic Funds Transfer ('EFT'). In the event that my draft or EFT is returned unpaid. I agree to pay and have my account debited electronically or drafted for an item fee of 2500 plus any applicable taxes. | Check customer agreement |
| | Blank line |
| **SALE** | Transaction type (bold and centered) |
| **AMOUNT: $ X.XX** | Transaction amount |
| | Blank line |
| PHONE # XXXXXX | Check customer phone number |
| BATCH # XXX | Check batch number |
| TRANSACTION # XXX | Check transaction number |
| PHONE # XXXXXXX | Check customer phone number |
| CHECK # XXX | Check number |
| TRACE ID XXXXXXXXXXXXXXXX | Trace ID |
| APPROVAL CODE XXXX | Check approval code |
| | |
| INSTRUCTIONS (IF ANY) | Special instructions, if any (centered) |
| | Blank line |
| **X**_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Signature line |
| <Check Writer's Signature> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer name line |
| <Check Writer's Name> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer address line |
| <Check Writer's Street> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer city, state, ZIP line |
| <Check Writer's City, State, ZIP> | |
| Questions? Call XXXXXXXXXXX | TeleCheck information phone number |
| MERCHANT COPY | Receipt copy |
| | |

### *TELECHECK ECA SALE*

TeleCheck Electronic Check Acceptance allows the terminal to call, receive an electronic approval and print a receipt for checks just like for credit cards and debit cards. These transactions require a MICR check reader to be attached to the terminal if you do not wish to enter the check MICR information manually. Please follow the procedures below to use TeleCheck ECA.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Telecheck ECA<br>Change/Sale/Other<br>[? ] [? ] [? ] | Press the middle [? ] key. |
| Telecheck ECA<br>SLIDE CHECK<br>[? ] [? ] [? ] | Slide the check through the check reader or press [ENTER] to enter MICR data manually. |
| ROUTE #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the transit number and press [ENTER]. |
| ACCOUNT #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the account number and press [ENTER]. |

**Display Message** **Operator Action**

| Display Message | Operator Action |
|---|---|
| CHECK #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the check number and press [ENTER]. |
| CHECK TYPE<br>PERSONAL BUSINESS<br>[? ] [? ] [? ]<br>*(optional)* | If the check is personal, press the left [? ] key, if it is a business check, press the right [? ] key. |
| BILLING #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the B.C.N. and press [ENTER]. |
| AMOUNT OF CHECK<br>$0.00<br>[? ] [? ] [? ] | Enter the amount of the check and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the amount for confirmation and press [ENTER]. |
| PRODUCT CODE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the product code and press [ENTER]. |
| ID #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the ID number and press [ENTER]. |
| ID TYPE<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the ID type and press [ENTER]. |
| SOCIAL SECURITY #<br>[? ] [? ] [? ]<br>*(optional)* | If asked, enter the Social Security number and press [ENTER]. |
| D.O.B. | If asked, enter the D.O.B. mmddyy and press [ENTER]. |

[? ] [? ] [? ]
*(optional)*

| HOME PHONE NUMBER |
|---|

[? ] [? ] [? ]
*(optional)*

If asked, enter the home phone number and press [ENTER].

| ID ZIP CODE |
|---|

[? ] [? ] [? ]
*(optional)*

If asked, enter the ZIP code and press [ENTER].

| INITIALS |
|---|

[? ] [? ] [? ]
*(optional)*

If asked, enter the initials and press [ENTER].

| CLERK ID |
|---|

[? ] [? ] [? ]
*(optional)*

If asked, enter the clerk ID and press [ENTER].

| "CUSTOM PROMPT" |
|---|

[? ] [? ] [? ]
*(optional)*

If asked, enter the value and press [ENTER].

| Telecheck ECA<br>DIALING |
|---|

[? ] [? ] [? ]

Please wait…

| ECA Sale<br>OK |
|---|

[? ] [? ] [? ]

When the transaction is approved, a new receipt will print. Press [CLEAR] to return to the idle prompt.

| **12345678901234567890123456789012345678901234567890** | **Comment:** |
|---|---|
| **CHECK APPROVAL** | Type of receipt (bold and centered) |
| TIME: hh:mm DATE: mm/dd/yy | Transaction time and date (centered) |
| MER# XXXXXXXXX TERM# XXX | Merchant ID and Terminal ID |
| <DBA Name> | DBA Name (centered) |
| <DBA street address> | DBA Street Address (centered) |
| DBA city, state and zip | DBA City, DBA State, DBA ZIP (centered) |
| <optional header 1> | If not spaces (centered, bold if 20 char or less) |
| <optional header 2> | If not spaces (centered, bold if 20 char or less) |
| | Blank line |
| I authorize the Merchant to convert my check and debit my account for the sale amount via draft or Electronic Funds Transfer ('EFT'). In the event that my draft or EFT is returned unpaid. I agree to pay and have my account debited electronically or drafted for an item fee of 2500 plus any applicable taxes. | Check customer agreement |
| **ECA SALE** | Transaction type (bold and centered) |
| **AMOUNT: $ X.XX** | Transaction amount |
| | Blank line |
| BATCH # XXX | Check batch number |
| TRANSACTION # XXX | Check transaction number |
| PHONE # XXXXXXX | Check customer phone number |
| CHECK # XXX | Check number |
| TRACE ID XXXXXXXXXXXXXXXX | Trace ID |
| APPROVAL CODE XXXX | Check approval code |
| **INSTRUCTIONS (IF ANY)** | Special instructions, if any (bold and centered) |
| | Blank line |
| **X**_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Signature line |
| <Check Writer's Signature> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer name line |
| <Check Writer's Name> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer address line |
| <Check Writer's Street> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer city, state, ZIP line |
| <Check Writer's City, State, ZIP> | |
| Questions? Call XXXXXXXXXXX | TeleCheck information phone number |
| MERCHANT COPY | Receipt copy |

### *ECA CHANGE*

This procedure allows the user to change the dollar amount on a previously approved check transaction.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Telecheck ECA<br>Change/Sale/Other<br>[? ] [? ] [? ] | Press the left [? ] key. |
| Telecheck ECA<br>Batch Seq.#<br>[? ] [? ] [? ] | Enter the transaction number in the batch to be changed and press [ENTER]. Key in [9] [9] [9] for the most recent transaction or just press [ENTER] for the first. |
| Seq#:N Chk#<br>Amount: $X.XX<br>[? ] [? ] [? ] | Displayed for 2 seconds stored transaction information. (Press [ENTER] to continue without waiting.) |
| Telecheck ECA<br>Continue/Sel.Other<br>[? ] [? ] [? ] | Press the left [? ] key if the transaction amount displayed on the previous screen has to be changed. Press the right [? ] key to select another transaction. |
| NEW AMOUNT<br>$X.XX<br>[? ] [? ] [? ] | Key in the new amount of the check and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| Telecheck ECA<br>DIALING<br>[? ] [? ] [? ] | Please wait… |
| ECA Change<br>OK<br>[? ] [? ] [? ] | When the transaction is approved, a new receipt will print. Press [CLEAR] to return to the idle prompt. |

| **12345678901234567890123456789012345678901234567890** | **Comment:** |
|---|---|
| **CHECK APPROVAL** | Type of receipt (bold and centered) |
| TIME: hh:mm DATE: mm/dd/yy | Transaction time and date (centered) |
| MER# XXXXXXXX TERM# XXX | Merchant ID and Terminal ID |
| <DBA Name> | DBA Name (centered) |
| <DBA street address> | DBA Street Address (centered) |
| DBA city, state and zip | DBA City, DBA State, DBA ZIP (centered) |
| <optional header 1> | If not spaces (centered, bold if 20 char or less) |
| <optional header 2> | If not spaces (centered, bold if 20 char or less) |
| | Blank line |
| I authorize the Merchant to convert my check and debit my account for the sale amount via draft or Electronic Funds Transfer ('EFT'). In the event that my draft or EFT is returned unpaid. I agree to pay and have my account debited electronically or drafted for an item fee of 2500 plus any applicable taxes. | Check customer agreement |
| **ECA CHANGE** | Transaction type (bold and centered) |
| **ORIG AMT: $ X.XX** | Old transaction amount |
| **NEW AMT: $ X.XX** | New transaction amount |
| | Blank line |
| BATCH # XXX | Check batch number |
| TRANSACTION # XXX | Check transaction number |
| PHONE # XXXXXXX | Check customer phone number |
| CHECK # XXX | Check number |
| TRACE ID XXXXXXXXXXXXXXXX | Trace ID |
| APPROVAL CODE XXXX | Check approval code |
| **INSTRUCTIONS (IF ANY)** | Special instructions, if any (bold and centered) |
| | Blank line |
| **X**_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Signature line |
| <Check Writer's Signature> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer name line |
| <Check Writer's Name> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer address line |
| <Check Writer's Street> | |
| _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ | Customer city, state, ZIP line |
| <Check Writer's City, State, ZIP> | |
| Questions? Call XXXXXXXXX | TeleCheck information phone number |
| MERCHANT COPY | Receipt copy |

### *ECA VOID*

This transaction allows you to void a previously approved transaction.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Telecheck ECA<br>Change/Sale/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| Telecheck ECA<br>Review/Void/Other<br>[? ] [? ] [? ] | Press the center [? ] key. |
| Telecheck ECA<br>Batch Seq.#<br>[? ] [? ] [? ] | Enter the transaction number of the item to be voided and press [ENTER]. |
| Seq#:N Chk# N<br>Amount: $n.nn<br>[? ] [? ] [? ] | Displayed for 2 seconds stored transaction information. (Press [ENTER] to continue without waiting.) |
| Telecheck ECA<br>Continue/Sel.Other<br>[? ] [? ] [? ] | Press the left [? ] key if the transaction amount displayed on the previous screen has to be voided. Press the right [? ] key to select another transaction. |

| Display Message | Operator Action |
|---|---|
| ECA Void<br>OK<br>[? ] [? ] [? ] | When the transaction is approved, a new receipt will print. Press [CLEAR] to return to the idle prompt. |

| **12345678901234567890123456789012345678901234567890** | **Comment:** |
|---|---|
| **CHECK APPROVAL** | Type of receipt (bold and centered) |
| TIME: hh:mm DATE: mm/dd/yy | Transaction time and date (centered) |
| MER# XXXXXXX TERM# XXX | Merchant ID and Terminal ID |
| <DBA Name> | DBA Name (centered) |
| <DBA street address> | DBA Street Address (centered) |
| DBA city, state and zip | DBA City, DBA State, DBA ZIP (centered) |
| <optional header 1> | If not spaces (centered, bold if 20 char or less) |
| <optional header 2> | If not spaces (centered, bold if 20 char or less) |
| | Blank line |
| **ECA VOID** | Transaction type (bold and centered) |
| **AMOUNT: $ X.XX** | Transaction amount |
| | Blank line |
| BATCH # XXX | Check batch number |
| TRANSACTION # XXX | Check transaction number |
| PHONE # XXXXXX | Check customer phone number |
| CHECK # XXX | Check number |
| TRACE ID XXXXXXXXXXXXXXXX | Trace ID |
| APPROVAL CODE XXXX | Check approval code |
| | Blank line |
| Questions? Call XXXXXXXXXX | TeleCheck information phone number |
| MERCHANT COPY | Receipt copy |

### *ECA REVIEW*

This feature allows the user to review previous ECA check transactions.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Telecheck ECA<br>Change/Sale/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| Telecheck ECA<br>Review/Void/Other<br>[? ] [? ] [? ] | Press the left [? ] key. |
| Telecheck ECA<br>Batch Seq.#<br>[? ] [? ] [? ] | Enter the transaction number and press [ENTER]. Just press [ENTER] to begin with the first transaction in the batch. |
| Seq#:N Chk# N<br>Amount: $n.nn<br>[? ] [? ] [? ] | Displays the selected transaction. Press [ENTER] to scroll forward in the batch or [BACK SPACE] to scroll backward in the batch. Press [CLEAR] to return to the idle prompt. |

### *ECA REPORT*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TELECHECK ECA<br>Change/Sale/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| TELECHECK ECA<br>Review/Void/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| TELECHECK ECA<br>Close/Report/Other<br>[? ] [? ] [? ] | Press the center [? ] key. |
| Printing<br>[? ] [? ] [? ] | Please wait for the report to print. |

| **12345678901234567890123456789012345678901234567890** | **Comment:** |
|---|---|
| **REPORT** | Type of receipt (bold and centered) |
| TIME: hh:mm DATE: mm/dd/yy | Time and date report was printed (centered) |
| MER# XXXXXXX TERM# XXX | Merchant ID and Terminal ID |
| <DBA Name> | DBA Name (centered) |
| <DBA street address> | DBA Street Address (centered) |
| DBA city, state and zip | DBA City, DBA State, DBA ZIP (centered) |
| <optional header 1> | If not spaces (centered, bold if 20 char or less) |
| <optional header 2> | If not spaces (centered, bold if 20 char or less) |
| | Blank line |
| BATCH #XXX OPENED | Batch number information |
| DATE: XX/XX/XX TIME: XX:XX | Date and time current batch was opened |
| | Blank line |
| ================================ | |
| TRANS # - TYPE CHECK # | Report headings |
| CLERK AMOUNT APPROVAL | |
| ---------- | |
| XXX - ELECTRONIC XXX | Transaction number, type, check number, |
| $X.XX XXXX | dollar amount, approval code |
| TRACE # XXXXXXXXXXXXXXXXXXXXXX | Trace ID |
| | Blank line |
| ---------- | |
| TOTAL ECA TRANSACTIONS X | Total number of check transactions in batch |
| SETTLEMENT AMOUNT: $X.XX | Total batch amount |
| ================================ | |
| REPORT PRINTED | |
| DATE: XX/XX/XX TIME: XX:XX | Date and time report was printed |
| | |

### *ECA CLOSE*

This transaction closes or settles the ECA batch of check transactions.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Telecheck ECA<br>Change/Sale/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| Telecheck ECA<br>Review/Void/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| Telecheck ECA<br>Close/Report/Other<br>[? ] [? ] [? ] | Press the left [? ] key. |
| Printing<br>[? ] [? ] [? ] | Please wait for the batch report to print. |
| SETTLEMENT AMOUNT<br>$X.XX<br>[? ] [? ] [? ] | Key in the settlement amount printed on the batch report and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| ECA Close<br>DIALING<br>[? ] [? ] [? ] | Please wait… |
| ECA Close Done<br>[? ] [? ] [? ] | Please wait for the close receipt to print. Press [CLEAR] to return to the idle prompt. |

If a report was printed, the final close receipt will look like this:

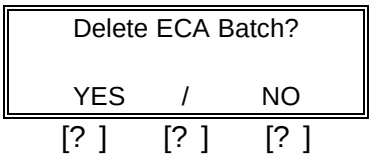
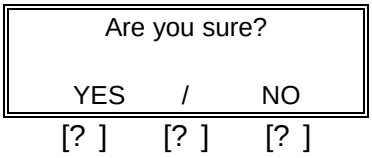
| **12345678901234567890123456789** | **Comment:** |
|---|---|
| **REPORT** | Type of receipt (bold and centered) |
| TIME: hh:mm DATE: mm/dd/yy | Time and date report was printed (centered) |
| MER# XXXXXXX TERM# XXX | Merchant ID and Terminal ID |
| <DBA Name> | DBA Name (centered) |
| <DBA street address> | DBA Street Address (centered) |
| DBA city, state and zip | DBA City, DBA State, DBA ZIP (centered) |
| <optional header 1> | If not spaces (centered, bold if 20 char or less) |
| <optional header 2> | If not spaces (centered, bold if 20 char or less) |
| | Blank line |
| BATCH #XXX OPENED | Batch number information |
| DATE: XX/XX/XX TIME: XX:XX | Date and time current batch was opened |
| | Blank line |
| ================================ | |
| TRANS # - TYPE CHECK # | Report headings |
| CLERK AMOUNT APPROVAL | |
| ---------- | |
| XXX - ELECTRONIC XXX | Transaction number, type, check number, |
| $X.XX XXXX | dollar amount, approval code |
| TRACE # XXXXXXXXXXXXXXXXXXXXX | Trace ID |
| | Blank line |
| ---------- | |
| TOTAL ECA TRANSACTIONS X | Total number of check transactions in batch |
| SETTLEMENT AMOUNT: $X.XX | Total batch amount |
| ================================ | |
| REPORT PRINTED | |
| DATE: XX/XX/XX TIME: XX:XX | Date and time report was printed |
| | |

| **12345678901234567890123456789** | **Comment:** |
|---|---|
| **CLOSE** | Type of receipt (bold and centered) |
| TIME: hh:mm DATE: mm/dd/yy | Time and date report was printed (centered) |
| MER# XXXXXXX TERM# XXX | Merchant ID and Terminal ID |
| <DBA Name> | DBA Name (centered) |
| <DBA street address> | DBA Street Address (centered) |
| DBA city, state and zip | DBA City, DBA State, DBA ZIP (centered) |
| <optional header 1> | If not spaces (centered, bold if 20 char or less) |
| <optional header 2> | If not spaces (centered, bold if 20 char or less) |
| | Blank line |
| BATCH #XXX OPENED | Batch number information |
| DATE: XX/XX/XX TIME: XX:XX | Date and time current batch was opened |
| | Blank line |
| SETTLED: $ X.XX | |
| | Blank line |
| REPORT PRINTED | |
| DATE: XX/XX/XX TIME: XX:XX | Date and time report was printed |
| | |

### *ECA CLEAR BATCH*

This transaction deletes, not closes or settles, the entire ECA batch.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [CHECK] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Telecheck ECA<br>Change/Sale/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| Telecheck ECA<br>Review/Void/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| Telecheck ECA<br>Close/Report/Other<br>[? ] [? ] [? ] | Press the right [? ] key. |
| Telecheck ECA<br>Func/ /Other<br>[? ] [? ] [? ] | Press the left [? ] key. |
| FUNCTION<br>[? ] [? ] [? ] | Press [1] [0] [3] and then press [ENTER] to delete ECA batch file. |

| **Display Message** | **Operator Action** |
|---|---|
|  | Press the left [? ] key to delete the batch or the right [? ] key to exit the function. |
|  | Press the left [? ] key to delete the batch or the right [? ] key to exit the function. |

### *VOID*

A void is a monetary transaction used to eliminate a transaction completed earlier in the batch. The transaction will continue to appear in the totals and detailed reports as having been voided.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [VOID]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| VOID…ENTER ITEM #<br>_<br>[? ] [? ] [? ] | Key in the item number displayed on the receipt or found in the item review and press [ENTER] or press [ENTER] for the first item. |
| 001 SALE: $ 10.00<br>VOID NEXT<br>[? ] [? ] [? ]<br>*Alternates w/Display Below* | The first line displays the item number, the transaction type, and the dollar amount. Press either the middle [? ] key to void the displayed item number or the left [? ] key to enter a new item number by returning to the previous screen. |
| Void Item 001. Press<br>ENTER TO CONFIRM!<br>[? ] [? ] [? ] | Press [ENTER] to confirm the void. |
| Item #001 UPDATED!<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. |

| Display Message | Operator Action |
|---|---|
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the void receipt will look like this:

| | |
|---|---|
| VOID RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item:001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method, card number, expiration date (if swiped month and year are reversed) |
| INVOICE .....: XXXX | –Invoice number (optional) |
| **VOIDED**<br>**SALE $ 10.00** | –Voided transaction amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE.....: APPROVED XXXXXX M | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) |
| TOP COPY-MERCHANT | |

### *REVIEW*

The review function enables the reviewing and printing of transactions stored in the current batch. The review function includes a variety of options: item review, totals review for card and operator ID totals (when applicable), item detail report and totals reports for card and operator ID totals (when applicable). Reports can be displayed on the LinkPoint display panel or, if a printer is available, printed.

### *VIEW (WITHOUT PRINTING)*

#### *Item Review*

The procedures outlined below show how to display detailed transaction information.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [REVIEW] key. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select ITEM. |
| ENTER ITEM #<br>[? ] [? ] [? ] | Key in the item number to review and press [ENTER] or press [ENTER] for the first selection. |
| 001 SALE: $<br>10.00<br>PREV NEXT VIEW<br>[? ] [? ] [? ] | Press the left [? ] key to see the previous item, the middle [? ] key to choose the next item or press the right [? ] key to view the selected item. |

| Display Message | Operator Action |
|---|---|
| ITEM NUM: 008<br><--- --->  [? ] [? ] [? ] | If you view the selected item, the selected item number appears. Pressing the right [? ] key will scroll through the transaction information (i.e., item number, transaction type, card type, amount, tax, total, AVS response, account number, entry method, approval code, op ID, ACI, TID, invoice number, and order number). Press [CLEAR] when done.<br><br>As you are viewing the transaction, you may find fields with values that exceed the 20 character display. If this occurs you can use the [*] key to scroll left and [#] key to scroll right. |

***Total Review (Card Totals)***

The procedures outlined below show how to display card totals information.

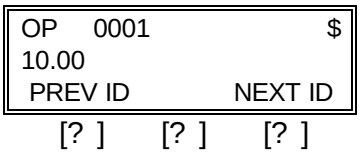
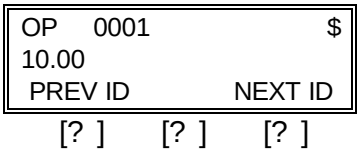
| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select VIEW. |
| CARD OPER ID TOTAL<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. |
| ENTER CARD TYPE<br>_<br>[? ] [? ] [? ] | Select card type:<br>1=VISA 2=VISA Purchasing Card 3=MasterCard<br>4=MasterCard Purchasing Card 5=AMEX 6=Discover<br>7=Diners Club/Carte Blanche 8=JCB 9=FDC 10=Debit |

| Display Message | Operator Action |
|---|---|
| MASTERCARD $ 0.00<br>PREV NEXT<br>[? ] [? ] [? ] | The terminal displays the totals for the selected card. Press the left [? ] key to see the totals for the previous card type or the right [? ] key to see the next card type. |
| *or* | *or* |
| MASTERCARD $ 0.00<br>PREV NEXT<br>[? ] [? ] [? ] | The terminal displays the grand total for all cards (batch total). Press [CLEAR] to return to the READY message. |

### *Total Review (Operator Totals)*

This is an optional function. If entry of an operator ID is enabled, this operator totals can be reviewed by following the procedures outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select VIEW. |
| CARD OPERID TOTAL<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select OPERID. |
| OP ID<br>_<br>[? ] [? ] [? ] | Key in the individual operator's ID number (up to four numeric characters) and press [ENTER] or press [ENTER] to view the total for all operator IDs. |

| Display Message | Operator Action |
|---|---|
|  | The terminal displays the total for the individual operator's ID. Press the right [? ] key to select the next ID or press the left [? ] key to select the previous ID. |
| *or* | *or* |
|  | If [ENTER] was pressed, the terminal displays the grand total for the first operator. After reviewing the operator totals, press the right [? ] key to select the next ID. Press [CLEAR] to return to the READY message. |

## PRINTING REPORTS

### Line Item Report

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM TOTAL PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select LINE. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select ITEM. |
| Print Line Item<br>[? ] [? ] [? ] | After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

The finished item detail report will look like this:

```
                    LINE ITEM REPORT


                        RETAIL
                 CROSSROADS MEGA-MALL
                    123 MAIN STREET
                  ANYWHERE, USA 12345
                  PHONE: (XXX) XXX-XXXX
                   FAX: (XXX) XXX-XXXX

MERCHANT ID .....: XXXXXXXXXXXXXXXX

CARD   ITEM   TRAN    ACCT#       TOTAL
-------- ------- -------- ---------- ----------
FDC    001    SALE   0-4569     15.00
VISA   002    TKTO   4-6555     25.00
AMEX   003    RTRN   3-5887   -  30.00


GRAND TOTAL                     10.00
```

–Transaction type specification

–Customized header (up to 6 lines)

–Merchant ID

–Category headings

–Card type, item number, trans. type, truncated card number and trans. total

–Batch total

***Summary Report (Card Totals)***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 2:00PM<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| ITEM OP ID SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select SUMMARY. |
| CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. |
| Print Sum Totals<br>[? ] [? ] [? ] | After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

The finished summary report will look like this:

```
                    BATCH SUMMARY REPORT

                        RETAIL STORE
                    CROSSROADS MEGA-MALL
                      123 MAIN STREET
                    ANYWHERE, USA 12345
                    PHONE: (XXX) XXX-XXXX
                     FAX: (XXX) XXX-XXXX

                    DATE: 01/03/00 TIME: 12:35

MERCHANT ID .....: XXXXXXXXXXXXXXXX

CARD   ITEM   TRAN    ACCT#       TOTAL
--------  -------  --------  ----------  ----------
VISA    001     SALE    4-6555        15.00
  VISA TOTALS  ===========   $    15.00

MC      002     SALE    5-6969         9.00
  MC TOTALS  ============   $     9.00

AMEX  003     RTRN    3-5887     -    3.00
  AMEX TOTALS ===========  $    -3.00

GRAND TOTAL                      21.00
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

–Category headings

–Card type, item number, trans. type, account number, card total

–Batch total

***Summary Report (Operator Totals)***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>[? ] [? ] [? ] | Press the right [? ] key to select SUMMARY. |
| CARD OPERID<br>[? ] [? ] [? ] | Press the middle [? ] key to select OPER ID. |
| ALL OPERID TOTAL<br>[? ] [? ] [? ] | Press the middle [? ] key to select OPER ID. |
| OP ID<br>_<br>[? ] [? ] [? ] | Key in the individual operator's ID number (up to four numeric characters) and press [ENTER] or press [ENTER] to print the total for all operator IDs. |
| OP ID<br>0002<br>[? ] [? ] [? ] | After printing stops, users can choose to print another report or press [CLEAR] to return to the READY message. |

The finished summary report for a single operator's total will look like this:

```
                    OPERATOR 3 REPORT

                      RETAIL STORE
                  CROSSROADS MEGA-MALL
                    123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

                  DATE: 01/03/00 TIME: 12:50

MERCHANT ID .....: XXXXXXXXXXXXXXXX


                        ** CREDIT RECORDS **
ITEM   ACCT#   TRAN     TIP          TOTAL
-------- ---------- --------  ------  ----------
 001    4-7123   SALE    0.00         75.00


      CARD TOTAL          0.00         75.00

                        ** DEBIT RECORDS **
ITEM   ACCT#   TRAN     TIP          TOTAL
-------- ---------- --------  ------  ----------


       DEBIT TOTAL        0.00         0.00

$  0.00 TIPS RECEIVED BY OPERATOR 2

X_____________________________________________
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

–Category headings

–Item number, account number, trans. type, tip and total amounts

–Credit card total

–Category headings

–Item number, account number, trans. type, tip and total amounts

–Debit card total

–Tip total

–Operator signature line

### *REPRINT*

The reprint function prints a duplicate copy of a captured transaction before the batch is closed. This feature cannot be used to reprint an authorization only transaction.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [÷] key (PRINT). |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| REPRINT…ENTER ITEM #<br>_<br>[? ] [? ] [? ] | Key in the item number to print a duplicate receipt and press [ENTER]. |
| DUPLICATE<br>MERCH CUST<br>[? ] [? ] [? ]<br>*(optional)* | Either press the left [? ] key to print a duplicate copy of the merchant receipt or press the right [? ] key to print a duplicate copy of the customer receipt. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |

A duplicate merchant copy of the receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX | –Merchant ID<br>–Device (Terminal) ID |
| ***DUPLICATE*** | |
| Item:001 VISA SALE / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Item number, card and trans. type, entry method, card number, expiration date (if swiped, month and year are reversed) |
| INVOICE .....: XXXX<br>AVS ADDRESS.....: XXXXXX<br>AVS ZIP CODE .....: XXXXXX | –Invoice ID (optional)<br>–AVS address<br>–AVS zip code |
| **FOOD / BEV $ 5.00**<br>**TAX $ 1.00**<br>**TOTAL $ 6.00** | –Purchase amount<br>–Tax amount (optional)<br>–Total amount |
| X_____<br>_<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if card swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date, day, and time of transaction |
| RESPONSE.....: APPROVED XXXXXX XX<br>AVS.....: ADDRESS MATCH | –Response from host terminal, authorization number, AVS, CVV2 response codes and AVS response description |
| TOP COPY-MERCHANT | |

### *CLOSE BATCH*

The close batch procedure is a monetary transaction used to summarize daily transactions for electronic deposit into the merchant's bank account. Follow the steps below to summarize transactions for electronic deposit. If the merchant is set up for auto close, the terminal will automatically print a summary report and close the batch at the designated time each day when a batch is present. Even when the ENTER TOTAL AMOUNT prompt is set for manual close, this is bypassed and auto close performed.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [CLOSE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Close Batch #X<br>Scanning Trans…<br>[? ] [? ] [? ] | Please wait… |
| Close Batch #X<br>Scan Complete<br>[? ] [? ] [? ] | Please wait… |
| PRINT REPORT?<br>YES NO<br>[? ] [? ] [? ]<br>*(optional)* | Press the left [? ] key to print a report or the right [? ] key to skip this step. |

| Display Message | Operator Action |
|---|---|
| ENTER TOTAL AMOUNT<br><br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the total batch amount and press [ENTER]. |
| *Terminal displays several messages* | Please wait — the terminal is communicating with the host computer. |
| CLOSE 000000.00<br>[? ] [? ] [? ] | After printing stops, press [CLEAR] to return to the READY message. |

The batch summary report will look like this:

```
                    BATCH SUMMARY REPORT

                       RETAIL STORE
                    CROSSROADS MEGA-MALL
                      123 MAIN STREET
                     ANYWHERE, USA 12345
                     PHONE: (XXX) XXX-XXXX
                       FAX: (XXX) XXX-XXXX

                    DATE: 01/03/00 TIME: 12:35

MERCHANT ID .....: XXXXXXXXXXXXXXXX

CARD   ITEM   TRAN    ACCT#       TOTAL
-------- ------- -------- ---------- ----------
VISA    001     SALE    4-6555        15.00
  VISA TOTALS ==========   $    15.00

MC      002     SALE    5-6969         9.00
  MC TOTALS  ==========   $     9.00

AMEX  003     RTRN    3-5887      -    3.00
  AMEX TOTALS ==========  $    -3.00

GRAND TOTAL                    21.00
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

–Category headings

–Card type, item number, trans. type, account number, card total

–Batch total

The completed batch receipt will look like this:

```
                      BATCH CLOSED

MERCH ID: XXXXXXXXXXXXXX
TERMINAL ID: XXXX

DATE 01/04/99     TIME 11:00P


# ITEMS:  XXX
RESP:  CLOSE  00000.00
```

–Merchant ID

–Terminal ID

–Date and time of close

–Total number of items in batch

–Response from host, total dollar amount of transactions in batch

## RETAIL TIP TRANSACTIONS

This section provides the procedures for processing retail transactions and adding a subsequent gratuity (tip) before closing the batch. These transactions would normally be processed at businesses such as beauty salons, etc.

### *RETAIL SALE — KEY [SALE]*

The following procedure is a monetary transaction that pre-authorizes the customer's card for the base amount of the retail sale, plus a customizable 10% for a subsequent gratuity. Please see page 197 for adding tip to and finalizing these sales, using the [+] key.

#### *Retail Sale — Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| VISA<br>SALE<br>ENTER LAST 4 DIGITS<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| XXXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |

| **Display Message** | **Operator Action** |
|---|---|
| RECURRING PAYMENT<br>YES NO<br>[? ] [? ] [? ]<br>*(optional)* | If this transaction is a recurring payment, press the left [? ] key, if not press the right [? ] key. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the sale amount again and press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 197 to add the tip later**.** |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| PLEASE WAIT…<br>[? ] [? ] [? ] | Please wait, the terminal is communicating with the host computer. |

| Display Message | Operator Action |
|---|---|
| APPROVAL XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |
| *Switches to Display Below*<br>CALL VOICE CENTER<br>XXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |

| Display Message | Operator Action |
|---|---|
| *Alternates w/Display Below*<br>CALL VOICE CENTER<br>Press ENTER to cont<br>[? ] [? ] [? ]<br>*(optional)* | After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction. |
| AUTH CODE<br>[? ] [? ] [? ]<br>*(optional)* | When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment. |

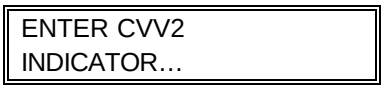
| Display Message | Operator Action |
|---|---|
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Retail Sale — Manual Entry with Card Verification Value***

The Card Verification Value (CVV2) and the Card Validation Code (CVC2) is a three or more digit number that immediately follows the account number normally printed on the signature panel on the back of the VISA and MasterCard. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [SALE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| SALE<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| EXPIRY DATE? (MMYY)<br>MM/YY<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September 2001) then, press [ENTER]. |

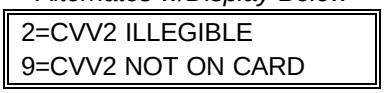
| Display Message | Operator Action |
|---|---|




If prompted, press one of the keys from the list below: [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value

[0] = to bypass CVV2 prompt; [1] = to enter CVV2 value;

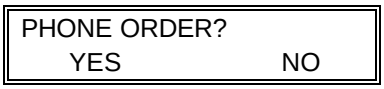
*Alternates w/Display Below*



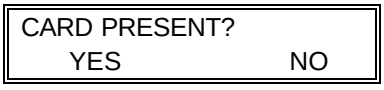

[2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value

If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER].

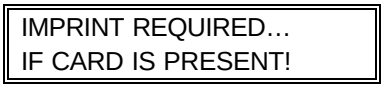
If this transaction is a recurring payment, press the left [? ] key, if not press the right [? ] key.




Press the left [? ] key if the order was received by phone or press the right [? ] key if it was not.




Press the left [? ] key if the credit card is present or press the right [? ] key if it is not.




If the card is present, make an imprint of the card with a manual imprinter, then press [ENTER] .

Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field.
(This is an optional prompt.)

| **Display Message** | **Operator Action** |
|---|---|
| SALE AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount <u>without</u> the decimal and press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 197 to add the tip later**.** |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| PLEASE WAIT...<br>[? ] [? ] [? ] | Please wait as the terminal communicates with the host computer. |
| AUTH/TKT XXXXXX X<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction and the terminal displays the CVV2 response code. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

### *Call Center Procedures*

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |
| *Switches to Display Below*<br>CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |
| *Alternates w/Display Below*<br>CALL VOICE CENTER<br>Press ENTER to cont<br>[? ] [? ] [? ]<br>*(optional)* | After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction. |
| AUTH CODE<br>[? ] [? ] [? ]<br>*(optional)* | When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

| Card Verification Value 2 Response Codes | |
|---|---|
| M | CVV2 Match |
| N | No CVV2 Match |
| P | CVV2 Value Not Processed |
| S | Should Be On Card, But illegible To Merchant* |
| U | Service Not Available* |
| Blank | No Data Provided In Processing Response |

*__NOTE__: Codes only appear on VISA transactions.

The finished retail sale receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL TIP<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX | –Non-truncated merchant ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item:001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Item number, card and trans. type, entry method, card number, expiration date (if swiped month and year are reversed) |
| INVOICE ID .....: XXXX<br>SERVER ID .....: XXXX | –Invoice number (optional), server ID (optional) |
| **SALE $ 100.00** | –Sale amount |
| **TIP $** _____ | –Tip |
| **TOTAL $** _____ | –Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE.....: APPROVED XXXXXX M | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) |
| TOP COPY-MERCHANT | |

The finished customer copy* of the retail sale receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RETAIL TIP<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX8571<br>DEVICE ID.....: XXXX<br>Item:001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXX0100 | –Truncated merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method, truncated card number, no expiration date |
| INVOICE ID .....: XXXX<br>SERVER ID .....: XXXX | –Invoice number (optional), server ID (optional) |
| **SALE $ 100.00** | –Sale amount |
| **TIP $** _____ | –Tip |
| **TOTAL $** _____ | –Total amount |
| | –No cardholder's signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE.....: APPROVED XXXXXX M | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) |
| BOTTOM COPY-CUSTOMER | |

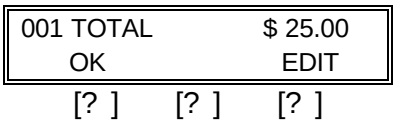
*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *ADDING RETAIL TIPS (REQUIRED TO CLOSE BATCH)*

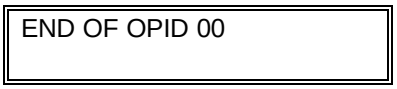
The adding tips function is used to enter and correct tip amounts as necessary for successful batch closure. Follow the steps below to enter and adjust tips, prior to batch closure.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [+] key labeled [ADJUST]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| UNADJ ITEM<br>TIP NUM<br>[? ] [? ] [? ] | Either press the left [? ] key to adjust the tips by operator ID number or the right [? ] key to adjust the tips by transaction number. |
| OP ID?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID number and press [ENTER]. |
| | or |
| ENTER ITEM #<br>[? ] [? ] [? ]<br>*(optional)* | Key in the transaction number of the item to be adjusted and press [ENTER]. |
| 001 SALE $ 20.00<br>EDIT VOID NEXT<br>[? ] [? ] [? ] | Press the left [? ] key to enter or edit the tip or press the right [? ] key to accept the amount displayed. Press the center [? ] key to void the transaction (see page 168). |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount and press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the tip amount and press [ENTER]. |

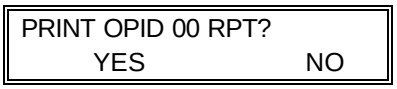
**Display Message** **Operator Action**




Press the left [? ] key if the total including tip is correct or press the right [? ] key to change the tip amount.




End of operator will display briefly, followed by the option to print a report.




This print option only prompts when the operator ID function is enabled and only when a printer is used.

Key in the next operator ID number and press [ENTER].

First item for that operator is displayed. Repeat the above procedures to finalize the remaining transactions for that operator.

The operator ID tip report will look like this:

```
                    OPERATOR 1 REPORT                          –Transaction type specification

                     RETAIL STORE                              –Customized header (up to 6 lines)
                  CROSSROADS MEGA-MALL
                    123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

                  DATE: 01/03/00 TIME: 12:50                   –Report date and time

MERCHANT ID .....: XXXXXXXXXXXXXXXX                           –Merchant ID


                      ** CREDIT RECORDS **
ITEM   ACCT#   TRAN     TIP          TOTAL                     –Category headings
-------- ---------- -------- ------ ----------
 001    4-7123   SALE    5.00         75.00                   –Item number, account number, trans.
                                                                type, tip and total amounts

     CARD TOTAL         5.00         75.00                   –Credit card total
```

### *RETURN*

A return is a monetary transaction that is used to reverse a previously settled transaction. A return initiates a credit to the cardholder's account. Follow the steps below to capture a credit return.

### *Credit Card Return — Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [RETURN]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| RETURN<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| XXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| VISA<br>RETURN<br>OP ID<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| RETURN AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the return without the decimal, then press [ENTER]. |
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Credit Card Return — Manual***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [RETURN]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| RETURN<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| EXPIRY DATE? (MMYY)<br>MM/YY<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September 2001) then press [ENTER]. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. |
| OP ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| RETURN AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the return without the decimal, then press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the return receipt will look like this:

| | |
|---|---|
| RETURN RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| Merch ID: XXXXXXXXXXXXXXX | –Non-truncated merchant ID |
| Terminal ID: XXXX | –Terminal ID |
| Item:003 VISA RETURN / SWIPED | –Item number, card and trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 09/01 | –Card number, expiration date |
| JOHN DOE | –Cardholder name (if card is swiped) |
| Invoice ID: XXXXXXXX OPER ID: XXXX | –Invoice ID (optional), operator ID (optional) |
| **RETURN $ 50.00** | –Return amount (including tip) |
| X_____ | –Cardholder's signature |
| JOHN DOE | –Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT<br>ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| Date: 01/03/00 Day: MON Time: 12:05P | –Date, day, and time of transaction |
| Response: ACCEPTED 003 | –Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the return receipt will look like this:

| | |
|---|---|
| RETURN RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| Merch ID: XXXXXXXXXXXX8742 | –Truncated merchant ID |
| Terminal ID: XXXX | –Terminal ID |
| Item:003 VISA RETURN / SWIPED | –Item number, card and trans. type, entry method |
| Acct: XXXXXXXXXX7410 | –Truncated card number, no expiration date |
| JOHN DOE | –Cardholder name (if card is swiped) |
| Invoice ID: XXXXXXXX OPER ID: XXXX | –Invoice ID (optional), operator ID (optional) |
| **RETURN $ 50.00** | –Return amount (including tip) |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT<br>ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| Date: 01/03/00 Day: MON Time: 12:05P | –Date, day, and time of transaction |
| Response: ACCEPTED 003 | –Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *AUTHORIZATION ONLY*

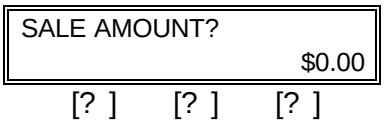
An authorization only is a nonmonetary function that checks the availability of the cardholder's credit. Follow the steps below to authorize a transaction without data capture or deposit.

### *Authorization Only — Card Swipe*

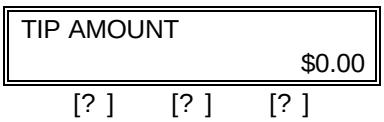
| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [X] key labeled [AUTH ONLY]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| AUTH ONLY:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| XXXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |

| Display Message | Operator Action |
|---|---|

Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field.

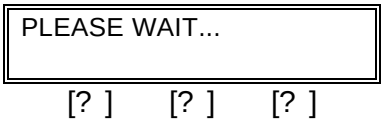



Key in the amount to be authorized without the decimal, then press [ENTER].

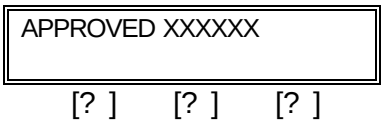



Choose one of the following three options:
to add the tip, key in the amount and press [ENTER],
if there is no tip, press [0] key and press [ENTER],
to add the tip later, simply press [ENTER].

**NOTE**: Please follow the procedure on page 197 to add the tip later.




Please wait as the terminal communicates with the host computer.




When the authorization is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

***Authorization Only — Manual Entry***

The Card Verification Value (CVV2) is a three or more digit number that immediately follows the account number normally printed on the signature panel on the back of the VISA and MasterCard. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [X] key labeled [AUTH ONLY]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| AUTH ONLY:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| EXPIRY DATE? (MMYY)<br>MM/YY<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September 2001) then, press [ENTER]. |
| ENTER CVV2<br>INDICATOR…<br>[? ] [? ] [? ] | Press one of the keys from the list below: |
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ] | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |
| *Alternates w/Display Below* | |
| 2=CVV2 ILLEGIBLE<br>9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value |
| ENTER CVV2 VALUE<br>[? ] [? ] [? ] | If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER]. |

| Display Message | Operator Action |
|---|---|

| IMPRINT REQUIRED…<br>IF CARD IS PRESENT! |
|---|

[? ] [? ] [? ]

If a card is present, make an imprint of the card using a manual imprinter.

| SALE AMOUNT?<br>$0.00 |
|---|

[? ] [? ] [? ]

Key in the amount to be authorized without the decimal, then press [ENTER].

| TIP AMOUNT<br>$0.00 |
|---|

[? ] [? ] [? ]

Choose one of the following three options:
to add the tip, key in the amount and press [ENTER],
if there is no tip, press [0] key and press [ENTER],
to add the tip later, simply press [ENTER].

**NOTE**: Please follow the procedure on page 197 to add the tip later.

| PLEASE WAIT... |
|---|

[? ] [? ] [? ]

Please wait as the terminal communicates with the host computer.

| APPROVED XXXXXX X |
|---|

[? ] [? ] [? ]

When the authorization is approved, the printer (if available) prints a receipt of the transaction . Press [CLEAR] to return to the idle prompt.

| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER |
|---|

[? ] [? ] [? ]

Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

| Card Verification Value 2 Response Codes | |
|---|---|
| M | CVV2 Match |
| N | No CVV2 Match |
| P | CVV2 Value Not Processed |
| S | Should Be On Card, But illegible To Merchant* |
| U | Service Not Available* |
| Blank | No Data Provided In Processing Response |

*__NOTE__: Codes only appear on VISA transactions.

The finished merchant copy of the authorization only receipt will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| Merch ID: XXXXXXXXXXXXXXX | –Merchant ID |
| Terminal ID: XXXX | –Terminal ID |
| VISA AUTH ONLY / SWIPED | –Card type, trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 09/01 | –Card number, expiration date |
| JOHN DOE | –Cardholder's name (if card is swiped) |
| **TOTAL $ 00.00** | –Authorized amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| Date: 01/03/00 Day: MON Time: 12:00P | –Date, day, and time of transaction |
| Response: APPROVED XXXXXX | –Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the authorization only receipt will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| Merch ID: XXXXXXXXXXXX7800 | –Truncated merchant ID |
| Terminal ID: XXXX | –Terminal ID |
| VISA AUTH ONLY / SWIPED | –Card type, trans. type, entry method |
| Acct: XXXXXXXXX8971 | –Truncated card number, no expiration date |
| JOHN DOE | –Cardholder's name (if card is swiped) |
| **TOTAL $ 00.00** | –Authorized amount |
| | –No cardholder's signature line |
| I AGREE TO PAY THE ABOVE AMOUNT<br>ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| Date: 01/03/00 Day: MON Time: 12:00P | –Date, day, and time of transaction |
| Response: APPROVED XXXXXX | –Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *TICKET ONLY (OFFLINE)*

The ticket only (also known as offline) transaction is a monetary function that is used to capture a transaction that was previously authorized. If an authorization only was performed or a voice authorization was received, follow the steps below to complete the transaction.

### *Ticket Only — Card Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [–] key labeled [OFFLINE]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TICKET ONLY<br>MUST FIRST RECV AUTH<br>[? ] [? ] [? ] | Please wait a few seconds while terminal displays this reminder message. |
| TICKET ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| XXXXXXXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | Card number will appear, please confirm that the card number displayed matches the number printed on the credit card. If the numbers match, press [ENTER]. |
| VISA TICKET<br>ONLY<br>OP ID<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| SALE AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale <u>without</u> the decimal, then press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 197 to add the tip later**.** |
| INVOICE NUMBER?<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check and press [ENTER]. |
| APPROVAL CODE<br>_<br>[? ] [? ] [? ] | Key in approval code previously obtained via voice authorization or through an authorization only transaction and press [ENTER]. |
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Ticket Only — Manual Entry***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [–] key labeled [OFFLINE]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TICKET ONLY<br>MUST FIRST RECV AUTH<br>[? ] [? ] [? ] | Please wait a few seconds while terminal displays this reminder message. |
| TICKET ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| EXPIRY DATE? (MMYY)<br>MM/YY<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September 2001) then, press [ENTER]. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If a card is present, make an imprint of the card with a manual imprinter. |
| VISA TICKET ONLY<br>OP ID<br>[? ] [? ] [? ]<br>*(optional)* | Key in the operator ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field.<br>(This is an optional prompt.) |

| Display Message | Operator Action |
|---|---|
| SALE AMOUNT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 197 to add the tip later**.** |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check and press [ENTER]. |
| APPROVAL CODE<br>_<br>[? ] [? ] [? ] | Key in approval code previously obtained via voice authorization or through an authorization only transaction and press [ENTER]. |
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the ticket only receipt will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| Merch ID: XXXXXXXXXXXXXXX<br>Terminal ID: XXXX | –Non-truncated merchant ID<br>–Terminal ID |
| Item:001 VISA TKTO/SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 09/01<br>JOHN DOE<br>Invoice: XXXXXXX OPER ID: XXXX<br>APPROVAL CODE: XXXXXX | –Item number, card and trans. type, entry method<br>–Card number, expiration date<br>–Cardholder's name (if card is swiped)<br>–Invoice number (optional), operator ID<br>–Approval code previously received via call center or authorization only transaction |
| **FOOD / BEV / TAX $ 00.00** | –Food, beverage and tax |
| **TIP $**_____ | –Tip |
| **TOTAL $**_____ | –Purchase amount (if tip prompt was bypassed) |
| X_____<br>_ | |
| JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| Date: 01/03/00 Day: MON Time: 11:00A<br>Response: ACCEPTED XXX | –Date, day, and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the ticket only receipt will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| Merch ID: XXXXXXXXXXXX0145<br>Terminal ID: XXXX | –Truncated merchant ID<br>–Terminal ID |
| Item:001 VISA TKTO/SWIPED<br>Acct: XXXXXXXXXX8740<br>JOHN DOE<br>Invoice: XXXXXXXX OPER ID: XXXX<br>APPROVAL CODE: XXXXXX | –Item number, card and trans. type, entry method<br>–Truncated card number, no expiration date<br>–Cardholder's name (if card is swiped)<br>–Invoice number (optional), operator ID<br>–Approval code previously received via call center or authorization only transaction |
| **FOOD / BEV / TAX $ 00.00** | –Food, beverage and tax |
| **TIP $**_____ | –Tip |
| **TOTAL $**_____ | –Purchase amount (if tip prompt was bypassed) |
| | –No cardholder's signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| Date: 01/03/00 Day: MON Time: 11:00A<br>Response: ACCEPTED XXX | –Date, day, and time of transaction<br>–Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *REVIEW*

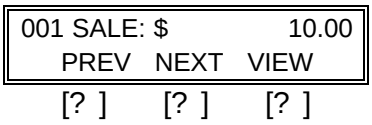
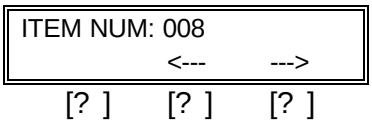
The review function enables the reviewing and printing of transactions currently stored in the batch. The review function includes a variety of options: item review, totals review for card and operator ID totals (when applicable), item detail report and totals reports for card and operator ID totals (when applicable). Reports can be displayed on the LinkPoint display panel or, if a printer is available, printed.

### *VIEW (Without Printing)*

#### *Item Review*

The procedures outlined below show how to display detailed transaction information.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select ITEM. |
| ENTER ITEM #<br>[? ] [? ] [? ] | Key in the item number to review and press [ENTER] or press [ENTER] for the first selection. |

| Display Message | Operator Action |
|---|---|
|  | Press the left [? ] key to see the previous item, the middle [? ] key to choose the next item or press the right [? ] key to view the selected item. |
|  | Press the right [? ] key or the left [? ] key to scroll through the transaction information (i.e., transaction type, total, card type, card number, entry method, approval code, tip amount, transaction date and time, server ID, invoice number and item number). |

***Total Review (Card Totals)***

The procedures outlined below show how to display card totals information.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select VIEW. |
| CARD OPER ID TOTAL<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. |
| ENTER CARD TYPE<br>_<br>[? ] [? ] [? ] | <u>Select card type:</u><br>1=VISA 2=VISA Purchasing Card 3=MasterCard 4=MasterCard Purchasing Card 5=AMEX 6=Discover 7=Diners Club/Cart Blanche 8=JCB 9=FDC 10=Debit and press [ENTER]. |
| MASTERCARD<br>$<br>10.00<br>[? ] [? ] [? ] | The terminal displays the totals for the selected card. |

### *Total Review (Operator Totals)*

This is an optional report. If enabled, this report can be reviewed by following the procedures outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select VIEW. |
| CARDS OPER ID TOTAL<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select OPER ID. |
| OP ID<br>_<br>[? ] [? ] [? ] | Key in the individual operator's ID number (up to four numeric characters) and press [ENTER]. |
| OP 0001 $ 10.00<br>PREV NEXT<br>[? ] [? ] [? ] | The terminal displays the total for the individual operator ID. Press the right [? ] key to select the next ID or press the left [? ] key to select the previous ID. |

## PRINTING REPORTS

### Item Detail Report

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select DETAIL. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select ITEM. |
| PRINTING...<br>[? ] [? ] [? ] | After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

The finished item detail report will look like this:

| | |
|---|---|
| ITEM DETAIL REPORT | –Transaction type specification |
| RESTAURANT STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| Merchant ID: XXXXXXXXXXXX | –Merchant ID |
| Terminal ID: XXXX | –Terminal ID |
| Date: 01/03/00 Day: MON Time: 11:30P | –Date, day, time of transaction |
| Item: 001 VISA SALE/SWIPED | –Item number, card type, trans. type, entry method |
| Acct: XXXXXXXXXXXX EXP DATE: 09/01 | –Account number, expiration date |
| OPER ID……: XXXX Invoice: XXXX | –Operator ID, invoice number |
| Date: 01/03/00 Time: 12:40P | –Date of transaction, time of transaction |
| RESP: AUTH/TKT XXXXXX | –Approval code/response |
| AMOUNT TIP TOTAL<br>50.00 5.00 55.00 | –Amounts |
| Item: 002 ATM/DEBIT SALE | –Item number, card type, trans. type |
| Acct: XXXXXXXXXXXX EXP: 10/00 | –Account number, expiration date |
| OPER ID……: XXXX Invoice: XXXXX | –Operator ID, invoice number |
| Date: 01/03/00 Time: 12:30P | –Date of transaction, time of transaction |
| RESP: APPROVED XXXXXX | –Approval code/response |
| AMOUNT TIP CASH FEE TOTAL<br>15.00 1.00 20.00 9.99 45.99 | –Amounts |
| END OF BATCH | |

***Summary Report (Card Totals)***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select SUMMARY. |
| CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. |
| PRINTING...<br>[? ] [? ] [? ] | Please wait for the report to print. After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

The finished summary report will look like this:

BATCH SUMMARY REPORT

REAIL TIP STORE

Merchant ID: XXXXXXXXXXXXXXX
Terminal ID: XXXX

Date: 01/03/00 Time: 11:30P

| CARD | ITEM | TRAN | ACCT# | | TOTAL |
|---|---|---|---|---|---|
| MC | 004 | SALE | 5-5499 | | 12.00 |
| MC TOTALS======= | | | | $ | 12.00 |
| VISA | 003 | SALE | 4-6666 | | 15.00 |
| VISA TOTALS====== | | | | $ | 15.00 |
| FDC | 002 | SALE | 0-4444 | | 15.00 |
| FDC | 001 | SALE | 0-6351 | | 50.00 |
| FDC TOTALS====== | | | | $ | 65.00 |
| DBIT | 005 | SALE | 5-0244 | | 15.00 |
| DBIT TOTALS====== | | | | $ | 65.00 |

**GRAND TOTAL** **157.00**

–Transaction type specification

–Customized header (up to 6 lines)

–Merchant ID

–Terminal ID

–Date, time of transaction

–This section contains the card type, item number, transaction type, truncated account number (first digit and last 4 digits), transaction total and card type totals.

–Grand total for credit card and debit card transactions

***Summary Report (Operator Totals)***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select SUMMARY. |
| CARD OPERID<br>[? ] [? ] [? ] | Press the middle [? ] key to select OPERID. |
| ALL OPERID TOTAL<br>[? ] [? ] [? ] | Either press the left [? ] key to print a report of all operators or press the middle [? ] key to produce a report for a specific operator. |
| OP ID<br>_<br>[? ] [? ] [? ] | Key in the individual operator ID number (up to four numeric characters) and press [ENTER]. |
| PRINTING...<br>[? ] [? ] [? ] | After printing stops, users can choose to print another report or press [CLEAR] to return to the READY message. |

The finished summary report for a single operator's total will look like this:

```
                    OP ID XXXX REPORT

                       RETAIL TIP
                  CROSSROADS MEGA-MALL
                     123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

                 DATE: 01/05/00    TIME: 01:30P

Merch ID: XXXXXXXXXX
Terminal ID: XXXX

 ITEM  CARD     TRAN              TIP      TOTAL
 ------- ---------   ---------          -----    -----------
 001   0-4569   SALE              5.0025.00

 CARD TOTAL:                     5.00        25.00

$    5.00 TIPS RECEIVED BY OPER I XXXX

X_____________________________________
```

–Transaction type specification

–Customized header (up to 6 lines)

–Date and time report was printed

–Customer ID
–Terminal ID

–Item number, truncated card number, type of transaction of trans., total tip amount and transaction total

–Total tip amount for operator

–Operator signature line

The finished summary report for all servers will look like this:

```
                  OP ID TOTALS REPORT

                    RESTAURANT STORE
                  CROSSROADS MEGA-MALL
                     123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

Merch ID: XXXXXXXXXX
Terminal ID: XXXX
Date: 01/05/00        Day: WED       Time: 01:30P

                  ** CREDIT RECORDS **

ITEM   ACCT #    TRAN         TIP            TOTAL
-------   ---------    --------       -------          ---------
0001   4-8765     SALE          2.00            50.00
0002   5-2514     SALE         10.00           100.00
 OPER  1      TOTAL=           12.00           150.00

0003   3-5014     SALE          5.00            75.00
 OPER  2      TOTAL=            5.00            75.00

                     END OF OPIDS
```

–Report type specification

–Customized header (up to 6 lines)

–Customer ID
–Terminal ID
–Date and time

–Item number, truncated account number, transaction type, tip amount, transaction and operator total

### *CLOSE BATCH*

The close batch procedure is a monetary transaction used to summarize daily sales and ticket only functions for electronic deposit into the merchant's bank account. Follow the steps below to summarize transactions for electronic deposit. Auto close is not available on the restaurant application.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [CLOSE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| Close Batch #XX<br>SCANNING BATCH<br>[? ] [? ] [? ] | Please wait… |
| UNTIPPED ITEMS…<br>PRINTING TIP REPORT<br>[? ] [? ] [? ] | Untipped items will then automatically print for review and finalization. |
| 001 SALE $ 10.00<br>OK? ADD TIP?<br>[? ] [? ] [? ] | Finalize any untipped items following the procedure on page 197. |
| PRINT REPORT?<br>YES NO<br>[? ] [? ] [? ]<br>*(optional)* | Press the left [? ] key to print a report or the right [? ] key to skip this step. |

| Display Message | Operator Action |
|---|---|
| ENTER TOTAL AMOUNT<br>$ 0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the total batch amount and press [ENTER]. Depending on setup, this prompt may or may not appear. |
| *Terminal displays several messages* | Please wait while the terminal communicates with the host computer. |
| CLOSE 000000.00<br>[? ] [? ] [? ] | After printing stops, press [CLEAR] to return to the READY message. |

The completed batch receipt will look like this:

```
                BATCH CLOSED

MERCH ID: XXXXXXXXXXXXXX          –Merchant ID
TERMINAL ID: XXXX                 –Terminal ID

DATE 01/03/00     TIME 11:00P     –Date and time of close

# ITEMS:  XXX                     –Total number of items in batch
RESP:  CLOSE   00000.00           –Response from host, total dollar
                                    amount of transactions in batch
```

## RESTAURANT STANDARD KEY OPERATIONS

### *Terminal Transactions*

Terminal transactions are common, unprotected transactions that all personnel can perform. These transactions include dine in, take out, bar tab, ATM/debit, sale (optional), return, authorization only, ticket only, void, review, close batch and reprint.

The LinkPoint READY message estimates the number of transactions that can be performed before the batch is full. For example, READY 30 indicates there is space to store 30 more transactions in the current batch. Overflowing the terminal with transactions can compromise the data's integrity.

When the memory is full, the READY message displays "MUST CLOSE BATCH BEFORE CONTINUING" and no further transactions can be stored until the batch is closed and the memory is cleared from the terminal. There is a safety feature that advises the merchant to close the batch when the batch is almost full.

The procedures for each transaction type include most optional prompts. The options are designated with the note "(*optional*)" directly below the displayed message. Depending on the user's needs, they might be enabled or disabled.

| Transaction Name | Explanation |
|---|---|
| DINE IN/TAKE OUT & BAR TAB [SALE] | Obtains pre-authorization of the customer's card for the base amount of the sale, plus a customizable 20% for a subsequent gratuity. |
| [ATM/DEBIT] | Obtains ATM/Debit card authorization and captures the transaction for later deposit (optional service). |
| [CHECK] | Initiates a check authorization request. |
| [RETURN] | Initiates a return/credit. |
| [AUTH ONLY] [X] | Used to authorize a transaction without ticket capture. |
| [TKT ONLY]/ [OFFLINE] [–] | Captures a previously authorized transaction for deposit. |
| [VOID] | Voids any captured transaction in an open batch. |
| [REVIEW] | Used to review or print information about captured transaction details and/or totals prior to batch close. |
| [CLOSE] | Closes the terminal batch and initiates the deposit of funds. |
| [REPRINT]/[PRINT] [÷] | Prints a duplicate copy of a captured transaction. |
| [ADJUST] [+] [+] | Adjusts tips and finalizes bar tabs; after which pre-authorizations obtained via the [SALE] key become captured items for deposit to the host. |

## RESTAURANT TRANSACTIONS

### *DINE IN / BAR TAB AND TAKE OUT — KEY [SALE]*

The following procedures are nonmonetary transactions that pre-authorize the customer's card for the base amount of the sale, plus a customizable 20% for a subsequent gratuity. Please see page 249 for adding tip to and finalizing these sales, using the [+] key.

#### *Dine In — Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| VISA DINE<br>IN<br>ENTER LAST 4 DIGITS<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| XXXXXXXXXXX<br>[? ] [? ] [? ] | The swiped card number displays for approximately two seconds. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |

| Display Message | Operator Action |
|---|---|
| FOOD/BEV AMT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| PLEASE WAIT...<br>[? ] [? ] [? ] | Please wait, the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |
| *Switches to Display Below* | |
| CALL VOICE CENTER<br>XXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |

| Display Message | Operator Action |
|---|---|

*Alternates w/Display Below*

[? ] [? ] [? ]
*(optional)*

After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction.

[? ] [? ] [? ]
*(optional)*

When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment.

[? ] [? ] [? ]
*(optional)*

Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

### *Open Bar Tab — Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [SALE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| DINE TAB TAKE-OUT<br>\| \| \|<br>[? ] [? ] [? ] | Select tab (center [? ] key). |
| BAR TAB<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| VISA DINE<br>IN<br>ENTER LAST 4 DIGITS<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| TAB PRE-AUTH AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Enter the tab amount without the decimal and press [ENTER]; be sure to estimate the authorization amount according to the bar or restaurant policy. |

| Display Message | Operator Action |
|---|---|
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the amount of the sale without the decimal again, then press [ENTER]. |
| PLEASE WAIT…<br>[? ] [? ] [? ] | Please wait, the terminal is communicating with the host computer. |
| APPROVED XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

**Note:** After the receipt prints and the customer is ready to close the tab, the bartender/server completes the food/bev/tax line and the customer completes the tip and total lines and signs the receipt. The bartender/server then 'closes' the tab. See page 252 in this manual.

### *Take Out Order — Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [SALE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| DINE TAB TAKE-OUT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select TAKE-OUT. |
| TAKE-OUT<br>ENTER ACCOUNT#<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER].<br>(This is an optional prompt.) |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field.<br>(This is an optional prompt.) |
| FOOD/BEV/TAX AMT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale <u>without</u> the decimal and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the amount of the sale without the decimal again, then press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 249 to add the tip later**.** |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| PLEASE WAIT...<br>[? ] [? ] [? ] | Please wait, the terminal is communicating with the host computer. |
| AUTH/TKT XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

| Display Message | Operator Action |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |

| Display Message | Operator Action |
|---|---|
| *Switches to Display Below*<br>CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |
| *Alternates w/Display Below*<br>CALL VOICE CENTER<br>Press ENTER to cont<br>[? ] [? ] [? ]<br>*(optional)* | After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction. |
| AUTH CODE<br>[? ] [? ] [? ]<br>*(optional)* | When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Dine In / Bar Tab or Take Out — Manual Entry with Card Verification Value***

The Card Verification Value (CVV2) is a three or more digit number that immediately follows the account number normally printed on the signature panel on the back of the VISA and MasterCard. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [SALE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| DINE TAB TAKE-OUT<br>\| \| \|<br>[? ] [? ] [? ] | Select DINE, TAB or TAKE-OUT. |
| DINE IN<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA DINE IN<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September, 2001), then press [ENTER]. |
| ENTER CVV2 INDICATOR…<br>[? ] [? ] [? ]<br>*(optional)* | Press one of the keys from the list below: |

| Display Message | Operator Action |
|---|---|
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ]<br>*Alternates w/Display Below* | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |
| 2=CVV2 ILLEGIBLE<br>9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value |
| ENTER CVV2 VALUE<br>[? ] [? ] [? ]<br>*(optional)* | Key in the CVV2 number on the back of the credit card and press [ENTER]. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT!<br>[? ] [? ] [? ] | If the card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field.<br>(This is an optional prompt.) |
| FOOD/BEV AMT?<br>$0.00<br>[? ] [? ] [? ] | Key in the amount <u>without</u> the decimal and press [ENTER]. For bar tabs, be sure to estimate the authorization amount according to restaurant policy. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the tax amount and press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 249 to add the tip later. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional* | Key in the amount of the sale without the decimal again, then press [ENTER]. |

| Display Message | Operator Action |
|---|---|

| | |
|---|---|
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| PLEASE WAIT...<br>[? ] [? ] [? ] | Please wait as the terminal communicates with the host computer. |
| AUTH/TKT XXXXXX X<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction and the terminal displays the CVV2 response code. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Call Center Procedures***

| **Display Message** | **Operator Action** |
|---|---|
| CALL CENTER<br>[? ] [? ] [? ]<br>*(optional)* | See the messages below: |
| *Switches to Display Below*<br>CALL VOICE CENTER<br>XXXXXXXXXX<br>[? ] [? ] [? ]<br>*(optional)* | If these prompts appear, the terminal will disconnect and you must call the displayed phone number to obtain an authorization number to complete the transaction. |
| *Alternates w/Display Below*<br>CALL VOICE CENTER<br>Press ENTER to cont<br>[? ] [? ] [? ]<br>*(optional)* | After receiving the authorization number from the voice authorization center, press [ENTER] when you are ready to complete the transaction. |

| Display Message | Operator Action |
|---|---|
| AUTH CODE<br>[? ] [? ] [? ]<br>*(optional)* | When you receive the authorization number by phone, key-in the number, press [ENTER] and wait for the receipt to print. If an authorization number is not issued, press [CLEAR] to return to the idle prompt. You may then request another card or a different form of payment. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ]<br>*(optional)* | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

| Card Verification Value 2 Response Codes | |
|---|---|
| M | CVV2 Match |
| N | No CVV2 Match |
| P | CVV2 Value Not Processed |
| S | Should Be On Card, But illegible To Merchant* |
| U | Service Not Available* |
| Blank | No Data Provided In Processing Response |

*__NOTE__: Codes only appear on VISA transactions.

The finished merchant copy of the dine in receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item:001 VISA DINE IN / SWIPED<br>Acct: XXXXXXXXXXXXXX EXP: 0109 | –Non-truncated merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type*, entry method, card number, expiration date (if swiped month and year are reversed) |
| INVOICE ID .....: XXXX<br>SERVER ID .....: XXXX | –Invoice number (optional), server ID (optional) |
| **FOOD / BEV / TAX $ 10.00** | –Food, beverage and tax |
| **TIP $** _____ | –Tip |
| **TOTAL $** _____ | –Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE.....: APPROVED XXXXXX M | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) |
| TOP COPY-MERCHANT | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

The finished customer copy* of the dine in receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX7001<br>DEVICE ID.....: XXXX<br>Item:001 VISA DINE IN / SWIPED<br>Acct: XXXXXXXXXX8111 | –Truncated merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type*, entry method, truncated card number, no expiration date |
| INVOICE ID .....: XXXX<br>SERVER ID .....: XXXX | –Invoice number (optional), server ID (optional) |
| **FOOD / BEV / TAX $ 10.00** | –Food, beverage and tax |
| **TIP $** _____ | –Tip |
| **TOTAL $** _____ | –Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE.....: APPROVED XXXXXX M | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) |
| BOTTOM COPY-CUSTOMER | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

The merchant copy of the open bar tab receipt will look like this:

| | |
|---|---|
| OPEN TAB RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX | –Non-truncated customer ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item: 001 VISA AUTH / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Item number, card and trans. type, entry method, card number, expiration date (if swiped month and year are reversed) |
| SERVER ID: XXXX | –Server ID (optional) |
| Pre-auth amount: $ 50.00 | –Pre-authorized amount |
| **FOOD / BEV / TAX** **$** _____ | –Food, beverage and tax |
| **TIP** **$** _____ | –Tip |
| **TOTAL** **$** _____ | –Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>RESPONSE.....: APPROVED XXXXXX | –Date, day, and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

The customer copy* of the open bar tab receipt will look like this:

| | |
|---|---|
| OPEN TAB RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXX0001 | –Truncated customer ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item: 001 VISA AUTH / SWIPED<br>Acct: XXXXXXXXXX8741 | –Item number, card and trans. type, entry method, truncated card number, no expiration date |
| SERVER ID: XXXX | –Server ID (optional) |
| Pre-auth amount: $ 50.00 | –Pre-authorized amount |
| **FOOD / BEV / TAX** **$** _____ | –Food, beverage and tax |
| **TIP** **$** _____ | –Tip |
| **TOTAL** **$** _____ | –Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date, day, and time of transaction |
| RESPONSE.....: APPROVED XXXXXX | –Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

The finished merchant copy of the take out receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX | –Non-truncated merchant ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item:001 VISA TAKE OUT / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Item number, card and trans. type*, entry method, card number, expiration date (if swiped, month and year are reversed) |
| INVOICE .....: XXXX | –Invoice ID (optional) |
| SERVER ID .....: XXXX | –Server ID (optional) |
| APPROVAL CODE.....: XXXXXX | –Approval code |
| **FOOD / BEV / TAX $ 5.00** | –Food, beverage and tax |
| **TIP $**_____ | –Tip |
| **TOTAL $**_____ | –Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if card swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date, day, and time of transaction |
| Response.....: APPROVED XXXXXX | –Response from host |
| TOP COPY-MERCHANT | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

The finished customer copy* of the take out receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX0014 | –Truncated merchant ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item:001 VISA TAKE OUT / SWIPED<br>Acct: XXXXXXXXXX0241 | –Item number, card and trans. type*, entry method, truncated card number, no expiration date |
| INVOICE .....: XXXX | –Invoice ID (optional) |
| SERVER ID .....: XXXX | –Server ID (optional) |
| APPROVAL CODE.....: XXXXXX | –Approval code |
| **FOOD / BEV / TAX** **$ 5.00** | –Food, beverage and tax |
| **TIP** **$**_____ | –Tip |
| **TOTAL** **$**_____ | –Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date, day, and time of transaction |
| Response.....: APPROVED XXXXXX | –Response from host |
| BOTTOM COPY-CUSTOMER | *Please note that for a completed call center response, the transaction type heading will print SALE, but the transaction description will print TKTO (ticket only). |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *ADDING TIPS (REQUIRED TO CLOSE BATCH)*

The adding tips function is used to enter and correct tip amounts as necessary for successful batch closure. Follow the steps below to enter and adjust tips, prior to batch closure.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [+] key labeled [ADJUST]. |
| ENTER PASSWORD -<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| UNADJ.OPEN ITEM<br>TIP TAB NUM<br>[? ] [? ] [? ] | Either press the left [? ] key to select TIP if you want to edit the transactions by server ID or press the right [? ] key if you want to edit the transactions by item number. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | If you pressed the left [? ] key, enter the individual's server ID printed on the receipt and press [ENTER]. |
| or | or |
| ENTER ITEM #<br>[? ] [? ] [? ] | If you pressed the right [? ] key, enter the transaction item number and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| 001 SALE: $ 0.00<br>EDIT VOID NEXT<br>[? ] [? ] [? ] | Press the left [? ] key to enter or edit the tip or press the right [? ] key to accept the amount displayed. Press the center [? ] key to void the transaction (see page 284). |
| TIP AMOUNT<br><br>$0.00<br>[? ] [? ] [? ] | Enter the tip amount and press [ENTER]. |
| 001 TOTAL $ 0.00<br>OK EDIT<br>[? ] [? ] [? ] | Press the left [? ] key if the total including tip is correct or press the right [? ] key to change or correct the tip amount. |
| 001: ITEM UPDATED<br>[? ] [? ] [? ] | If you are editing by server, the next item for that server is displayed. Repeat the previous procedures to finalize the remaining transactions for that server. If you are editing by transaction number, enter the next item number and repeat the previous procedures. Please wait for the receipt to print. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |
| END OF SERVER 00<br>[? ] [? ] [? ] | After the last transaction is edited, end of server will display briefly, followed by the option to print a report. If server ID is not enabled, ENTER ITEM # displays. |
| Print SVR 00 Rpt?<br>YES<br>NO<br>[? ] [? ] [? ] | This print option only prompts when the server ID function is enabled and only when a printer is used. |
| ENTER SERVER ID<br>[? ] [? ] [? ] | If all the tips have been added, the terminal will display either prompt ENTER SERVER ID or ENTER ITEM # for further editing. Press [CLEAR] to return to the READY prompt. |

The server ID tip report will look like this:

```
                    SERVER XXXX REPORT

                       RESTAURANT
                  CROSSROADS MEGA-MALL
                     123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

                DATE: 01/03/00  TIME: 12:00

MERCHANT ID .....: XXXXXXXXXX

                      ** CREDIT RECORDS **
 ITEM   ACCT #   TRAN      TIP      TOTAL
 -------  -----------  --------  ------  ----------
 001    4-1234     SALE       5.00     25.00

          CARD TOTAL           5.00     25.00
```

–Transaction type specification

–Customized header (up to 6 lines)

–Date and time report was printed

–Customer ID

–Server ID, truncated card number, trans. type, tip amount and total

–Total tip amount for server

### *CLOSING BAR TAB (REQUIRED TO CLOSE BATCH)*

The adding tab function is used to adjust the amount of a bar tab. Follow the steps below to edit a bar tab, prior to batch closure.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [+] key labeled ADJUST. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| UNADJ OPEN ITEM<br>TIP TABS NUM<br>[? ] [? ] [? ] | Press the either the center [? ] key to select TABS or the right [? ] key to select NUM. |
| ENTER SERVER ID<br>[? ] [? ] [? ]<br>*(optional)* | If the center [? ] key was pressed and the SERVER ID is enabled, enter the individual's server ID printed on the tab receipt and press [ENTER]. |
| or | or |
| ENTER ITEM #<br>[? ] [? ] [? ] | If you pressed the right [? ] key, enter the transaction item number and press [ENTER]. |
| 002 AUTH: $0.00<br>EDIT VOID NEXT<br>[? ] [? ] [? ] | Press the left [? ] key to edit the tab, press the middle [? ] key to void the tab and press the right [? ] key to advance to the next tab. |

| Display Message | Operator Action |
|---|---|
| FOOD/BEV/TAX AMT<br>ITEM 002: $0.00<br>[? ] [? ] [? ] | Key in the tab amount and press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the tip amount and press [ENTER]. If there is no tip amount, simply press [ENTER]. |
| 002: TOTAL $0.00<br>OK EDIT<br>[? ] [? ] [? ] | A new total amount will appear. If the amount is correct, press the left [? ] key, if the amount is incorrect, press the right [? ] key and repeat the previous instructions. |
| REDIAL FOR NEW AUTH<br>[? ] [? ] [? ]<br>*(optional)* | If the final tab and tip totals exceed the authorized amount , the terminal will re-process the transaction and will print a new receipt if the new amount is authorized. |
| ITEM #002 UPDATED<br>[? ] [? ] [? ] | If the final tab and tip totals do not exceed the authorized amount, a new tab receipt will print without re-dialing the host. |
| Print SVR 001 Rpt?<br>YES NO<br>[? ] [? ] [? ] | At the end of an individual server's tabs, there is an option to print that server's tab report. Press the left [? ] key to print the report, the right [? ] key to bypass the option. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The merchant copy of the bar tab receipt will look like this:

| | |
|---|---|
| CLOSE TAB RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item:001 VISA BAR TAB TKTO/ SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0112 | –Non-truncated customer ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method, card number, expiration date (if swiped, month and year are reversed) |
| SERVER ID .....: XXXX<br>APPROVAL CODE.....: XXXXXX | –Server ID (optional)<br>–Approval Code |
| **ADJUSTED**<br>**FOOD / BEV / TAX $ 20.00** | –Food and beverage amount and tax |
| **TIP $ 2.00** | –Tip |
| **TOTAL $ 22.00** | –Total amount |
| X_____<br>JOHN DOE | –Cardholder signature line<br>–Cardholder name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 11:30P<br>Response.....: ACCEPTED XXX | –Date, day and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

### *ADJUST AMOUNT (FOR NEW TOTAL)*

The adjust amount feature is a manager function which allows a dine-in sale amount to be changed in the event the guest chooses to add an incidental, such as dessert, after the initial transaction is completed. The manager password may be required to access this function. This must be used very carefully. Once the amount is modified, a new 'adjusted' receipt will print for customer signature. CAUTION: By adjusting the original amount, there is a risk that the transaction will no longer qualify for the best possible discount rate and may downgrade. This may occur due to the deposit amount not matching the original authorization amount.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [+] key labeled ADJUST. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1) MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| UNADJ OPEN ITEM<br>TIP TABS NUM<br>[? ] [? ] [? ] | Press the right [? ] key to select NUM. |
| ENTER ITEM #<br>[? ] [? ] [? ] | Key in the transaction item number to be adjusted and press [ENTER]. |
| 001 SALE: $0.00<br>EDIT VOID NEXT<br>[? ] [? ] [? ] | Press the left [? ] key to edit the transaction amount, the middle [? ] key to void the transaction or the right [? ] key to proceed to the next transaction. |

| Display Message | Operator Action |
|---|---|
| FOOD/BEV AMT<br>ITEM 001: $0.00<br>[? ] [? ] [? ] | If the sale amount needs to be adjusted, key in the dollar amount and press [ENTER], if not, just press [ENTER]. |
| TAX AMOUNT<br>ITEM 001: $0.00<br>[? ] [? ] [? ]<br>*(optional)* | If the tax amount needs to be adjusted, key in the new tax amount and press [ENTER], if not, just press [ENTER]. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | If the tip amount needs to be adjusted, key in the dollar amount and press [ENTER]. |
| 001: TOTAL $0.00<br>OK EDIT<br>[? ] [? ] [? ] | If you transaction total displayed is correct, press the left [? ] key, if not, press the right [? ] key. |
| ITEM # UPDATED<br>[? ] [? ] [? ] | When the transaction is completed, please wait for the receipt to print. Press [CLEAR] to return to the READY prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the adjusted dine in receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX | –Non-truncated merchant ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item:001 VISA SALE / SWIPED | –Item number, card and trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 09/01 | –Card number, expiration date |
| INVOICE ID .....: XXXX | –Invoice ID (optional) |
| SERVER ID .....: XXXX | –Server ID (optional) |
| **ADJUSTED** | –Indicates this is new 'adjusted' receipt |
| **FOOD / BEV / TAX $ 15.00** | –Food, beverage and tax |
| **TIP $ 1.50** | –Tip |
| **TOTAL $ 16.50** | –Total amount |
| X_____ | –Cardholder's signature |
| JOHN DOE | –Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date, day, and time of transaction |
| Response.....: AUTH/TKT XXXXXX | –Response from host |
| TOP COPY-MERCHANT | |

### *ATM / DEBIT CARD SALE*

An ATM/debit sale is a monetary function that transfers funds from the cardholder's checking or savings bank account to the merchant's account. A PIN pad and a printer are required to process an ATM/debit card.

### *Card swipe via terminal with a PINpad 101/1000 or BankPoint*

**NOTE**: Manual entry of debit cards is not allowed.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [ATM/DEBIT]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| ENTER FOOD/BEV AMT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal again, then press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| CASH BACK AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Either key in the cash back amount requested by the customer and press [ENTER] or simply press [ENTER] to bypass this prompt. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Either enter the tip amount and press [ENTER] or simply press [ENTER] bypass the prompt. |
| SWIPE CARD<br>[? ] [? ] [? ] | Slide card through the terminal card reader. |

| PINpad Display | With PINpad 101, 1000 or BankPoint |
|---|---|
| THANK YOU | No operator action as this message flashes. |
| TOTAL $0.00 | No operator action required as the PIN pad scrolls the three display messages to the left. The first message is the total amount of the sale. |
| ENTER PIN | The customer should then enter his/her PIN on the PIN pad. |
| PUSH ˇENTERˇ | Completing the instructions on the PIN pad, the customer should press [ENTER]. |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. |

| **PINpad Display** | **With PINpad 101, 1000 or BankPoint** |
|---|---|
| PLEASE WAIT...<br>[? ] [? ] [? ] | Please wait as the terminal communicates with the host computer. |
| APPROVAL XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| **Display Message** | **Operator Action** |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Card swipe via the PINpad 201/2000***

**NOTE**: Manual entry of debit cards is not allowed.

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [ATM/DEBIT]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |

| Display Message | Operator Action |
|---|---|
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| ENTER FOOD/BEV AMT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal and press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal again, then press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. |
| CASH BACK AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Either key in the cash back amount requested by the customer and press [ENTER] or simply press [ENTER] to bypass this prompt. |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Either enter the tip amount and press [ENTER] or simply press [ENTER] bypass the prompt. |
| CUSTOMER SWIPES CARD<br>_<br>[? ] [? ] [? ] | Instruct the customer to swipe his/her ATM/debit card through the PIN pad. |

| PINpad 201/2000 Display | Cardholder Instructions |
|---|---|
| SWIPE CARD | Customer swipes card through the card reader of the PIN pad device. |
| PROCESSING | No action necessary as these display messages flash. |
| PIN PAD | |

| PINpad 201/2000 Display | Cardholder Instructions |
|---|---|
| TOTAL $0.00 | The customer should enter his/her PIN and push [#] as the two messages to the left alternate on the display panel of the PIN pad device. |
| ENTER PIN, PUSH # | |
| PROCESSING | No customer action as these messages display. |
| THANK YOU | |

| Display Message | Operator Action |
|---|---|
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. |
| PLEASE WAIT...<br>[? ] [? ] [? ] | Please wait as the terminal communicates with the host computer. |
| APPROVAL XXXXXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the ATM/debit sales receipt will look like this:

| | | |
|---|---|---|
| ATM/DEBIT SALE RECEIPT | | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXX | | –Non-truncated merchant ID |
| DEVICE ID.....: XXXX | | –Device (terminal) ID |
| Item:998 VISA SALE / SWIPED | | –Item number, card and trans. type |
| Acct: XXXXXXXXXXXXX EXP: 09/01 | | –Card number, expiration date |
| INVOICE ID .....: XXXX<br>SERVER ID .....: XXXX | | –Invoice number (optional), server ID (optional) |
| **FOOD / BEV** | **$ 120.00** | –Food, beverage and tax |
| **TAX** | **$ 20.00** | –Tip amount (entered by customer) |
| **CASH BACK** | **$ 20.00** | –Cash back amount (optional) |
| **TRANS. FEE** | **$ 1.00** | –Transaction fee (optional) |
| **TIP** | **$ 25.00** | –Tip amount |
| **TOTAL** | **$ 186.00** | –Total sale amount |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | | –Cardholder agreement |
| COME AGAIN! | | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | | –Date, day, and time of transaction |
| Response.....: APPROVAL XXXXXX | | –Response from host |
| TOP COPY-MERCHANT | | |

The finished customer copy* of the ATM/debit sales receipt will look like this:

| | | | |
|---|---|---|---|
| ATM/DEBIT SALE RECEIPT | | | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | | | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXX4532 | | | –Truncated merchant ID |
| DEVICE ID.....: XXXX | | | –Device (terminal) ID |
| Item:998 VISA SALE / SWIPED | | | –Item number, card and trans. type |
| Acct: XXXXXXXXXX8711 | | | –Truncated card number, no expiration date |
| INVOICE ID .....: XXXX | | | –Invoice number (optional), server ID (optional) |
| SERVER ID .....: XXXX | | | |
| **FOOD / BEV** | **$** | **120.00** | –Food, beverage and tax |
| **TAX** | **$** | **20.00** | –Tip amount (entered by customer) |
| **CASH BACK** | **$** | **20.00** | –Cash back amount (optional) |
| **TRANS. FEE** | **$** | **1.00** | –Transaction fee (optional) |
| **TIP** | **$** | **25.00** | –Tip amount |
| **TOTAL** | **$** | **186.00** | –Total sale amount |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | | | –Cardholder agreement |
| COME AGAIN! | | | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | | | –Date, day, and time of transaction |
| Response.....: APPROVAL XXXXXX | | | –Response from host |
| BOTTOM COPY-CUSTOMER | | | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *RETURN*

A return is a monetary transaction that is used to reverse a previously settled transaction. A return initiates a credit to the cardholder's account. Follow the steps below to capture a credit return.

### *Credit Card Return — Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [RETURN]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| RETURN<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| VISA<br>RETURN<br>ENTER LAST 4 DIGITS<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| RETURN AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the return <u>without</u> the decimal, then press [ENTER]. |

| Display Message | Operator Action |
|---|---|

| | |
|---|---|
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the amount of the sale without the decimal again, then press [ENTER]. |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Credit Card Return — Manual Entry***

| **Display Message** | **Operator Action** |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [RETURN]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |

| Display Message | Operator Action |
|---|---|
| RETURN<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA<br>RETURN<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September, 2001) then, press [ENTER]. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT<br>[? ] [? ] [? ] | If the card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| ENTER SERVER ID<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| RETURN AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the return without the decimal, then press [ENTER]. |
| CONFIRM AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the amount of the sale without the decimal again, then press [ENTER]. |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is approved, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the return receipt will look like this:

| | |
|---|---|
| RETURN RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXXX | –Non-truncated merchant ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item:001 VISA RTRN / KEYED | –Item number, card and trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 0901 | –Card number, expiration date |
| INVOICE ID .....: XXXX | –Invoice ID (optional) |
| SERVER ID .....: XXXX | –Server ID (optional) |
| **FOOD / BEV / TAX /TIP $ 10.00** | –Food, beverage, tax and tip |
| **TOTAL $ 10.00** | –Total |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT<br>ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:05P | –Date and time of transaction |
| Response.....: ACCEPTED 003 | –Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the return receipt will look like this:

| | |
|---|---|
| RETURN RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX8881<br>DEVICE ID.....: XXXX<br>Item:001 VISA RTRN / KEYED<br>Acct: XXXXXXXXXXXXX | –Truncated merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method<br>–Truncated card number, no expiration date |
| INVOICE ID .....: XXXX<br>SERVER ID .....: XXXX | –Invoice ID (optional)<br>–Server ID (optional) |
| **FOOD / BEV / TAX /TIP $ 10.00**<br>**TOTAL $ 10.00** | –Food, beverage, tax and tip<br>–Total |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT<br>ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:05P<br>Response.....: ACCEPTED 003 | –Date and time of transaction<br>–Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

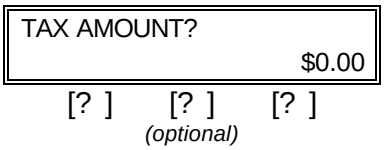
### *AUTHORIZATION ONLY*

An authorization only is a nonmonetary function that checks the availability of the cardholder's credit. Follow the steps below to authorize a transaction without data capture or deposit.

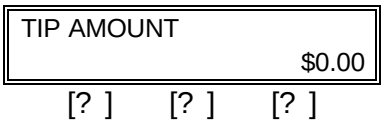
### *Authorization Only — Card Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [X] key labeled [AUTH ONLY]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| AUTH ONLY:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| ENTER LAST 4 DIGITS<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ] | Key in the server ID and press [ENTER]. |
| FOOD/BEV AMT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount to be authorized <u>without</u> the decimal, then press [ENTER]. |

| Display Message | Operator Action |
|---|---|

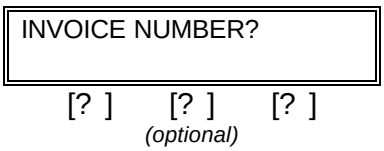



Key in the tax amount and press [ENTER]. (This is an optional prompt.)

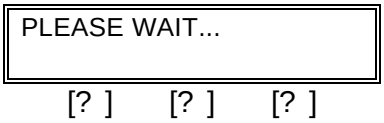



Choose one of the following three options:
to add the tip, key in the amount and press [ENTER],
if there is no tip, press [0] key and press [ENTER],
to add the tip later, simply press [ENTER].

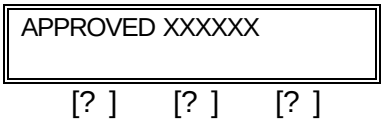
**NOTE**: Please follow the procedure on page 249 to add the tip later**.**



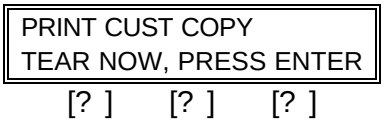

Key in the guest check number and press [ENTER]. (This is an optional prompt.)




Please wait as the terminal communicates with the host computer.




When the authorization is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.




Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function.

| Card Verification Value 2 Response Codes | |
|---|---|
| M | CVV2 Match |
| N | No CVV2 Match |
| P | CVV2 Value Not Processed |
| S | Should Be On Card, But illegible To Merchant* |
| U | Service Not Available* |
| Blank | No Data Provided In Processing Response |

*__NOTE__: Codes only appear on VISA transactions.

### *Authorization Only — Manual Entry with Card Verification Value*

The Card Verification Value (CVV2) and the Card Validation Code (CVC2) is a three or more digit number that immediately follows the account number normally printed on the signature panel on the back of the VISA and MasterCard. Requiring this number to be entered during manual entry transactions provides an extra level of fraud protection.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [X] key labeled [AUTH ONLY]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| AUTH ONLY:<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| EXPIRY DATE? (MMYY)<br>MM/YY<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September, 2001) then, press [ENTER]. |
| ENTER CVV2<br>INDICATOR…<br>[? ] [? ] [? ] | Press one of the keys from the list below: |
| 0=BYPASS CVV2<br>1=CVV2 PRESENT<br>[? ] [? ] [? ] | [0] = to bypass CVV2 prompt; [1] = to enter CVV2 value; |

| **Display Message** | **Operator Action** |
|---|---|
| *Alternates w/Display Below*<br>2=CVV2 ILLEGIBLE<br>9=CVV2 NOT ON CARD<br>[? ] [? ] [? ] | [2] = if CVV2 value is illegible; [9] = if credit card has no printed CVV2 value |
| ENTER CVV2<br>ON BACK OF CARD<br>[? ] [? ] [? ]<br>*(optional)* | If you chose [1], key in the CVV2 number on the back of the credit card and press [ENTER]. |
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT<br>[? ] [? ] [? ] | If the card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ] | Key in the server ID and press [ENTER]. |
| FOOD/BEV AMT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount to be authorized without the decimal, then press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER].<br>(This is an optional prompt.) |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 249 to add the tip later**.** |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER].<br>(This is an optional prompt.) |

| Display Message | Operator Action |
|---|---|
| PLEASE WAIT...<br>[? ] [? ] [? ] | Please wait as the terminal communicates with the host computer. |
| APPROVED XXXXXX X<br>[? ] [? ] [? ] | When the authorization is approved, the printer (if available) prints a receipt of the transaction and the terminal displays the CVV2 response code. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

| Card Verification Value 2 Response Codes | |
|---|---|
| M | CVV2 Match |
| N | No CVV2 Match |
| P | CVV2 Value Not Processed |
| S | Should Be On Card, But illegible To Merchant* |
| U | Service Not Available* |
| Blank | No Data Provided In Processing Response |

*__NOTE__: Codes only appear on VISA transactions.

The finished merchant copy of the authorization only receipt will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX | –Non-truncated merchant ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| VISA AUTH / KEYED | –Card type, trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 0901 | –Card number, expiration date |
| INVOICE .....: XX | –Invoice number (optional) |
| SERVER ID .....: XXXX | –Server ID (optional) |
| **FOOD/BEV/TAX $ 15.00**<br>**TIP $ 3.00**<br>**TOTAL $ 18.00** | –Authorized amount<br>–Tip amount<br>–Total amount |
| X_____<br>SIGNATURE | –Cardholder's signature |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P | –Date and time of transaction |
| Response.....: APPROVED XXXXXX P | –Response from host including the CVV2 response code (if keyed) |
| TOP COPY-MERCHANT | |

The finished customer copy* of the authorization only receipt will look like this:

| | |
|---|---|
| AUTH ONLY RECEIPT<br>THIS TRANSACTION IS NOT A COMPLETE SALE | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX0026<br>DEVICE ID.....: XXXX<br>VISA AUTH / KEYED<br>Acct: XXXXXXXXXX0147 | –Truncated merchant ID<br>–Device (Terminal) ID<br>–Card type, trans. type, entry method<br>–Truncated card number, no expiration date |
| INVOICE .....: XX<br>SERVER ID .....: XXXX | –Invoice number (optional)<br>–Server ID (optional) |
| **FOOD/BEV/TAX $ 15.00**<br>**TIP $ 3.00**<br>**TOTAL $ 18.00** | –Authorized amount<br>–Tip amount<br>–Total amount |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>Response.....: APPROVED XXXXXX P | –Date and time of transaction<br>–Response from host including the CVV2 response code (if keyed) |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *TICKET ONLY (OFFLINE)*

The ticket only (also known as offline) transaction is a monetary function that is used to capture a transaction that was previously authorized. If an authorization only was performed or a voice authorization was received, follow the steps below to complete the transaction.

**NOTE**: Once the transaction is processed, it will have to be settled by entering the tip amount just like a dine in, bar tab or take out transaction. Please follow the procedure on page 249 to settle a ticket only.

### *Ticket Only — Card Swipe*

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [–] key labeled [OFFLINE]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TICKET ONLY<br>MUST FIRST RECV AUTH<br>[? ] [? ] [? ] | Please wait a few seconds while terminal displays this reminder message. |
| TICKET ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Slide the card through the card reader. |
| VISA TICKET<br>ONLY<br>ENTER LAST 4 DIGITS<br>[? ] [? ] [? ]<br>*(optional)* | Key in the last four digits of the account number and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field. |
| FOOD/BEV AMT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER]. (This is an optional prompt.) |
| TIP AMOUNT<br>_<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 249 to add the tip later**.** |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER]. (This is an optional prompt.) |
| AUTH CODE<br>_<br>[? ] [? ] [? ] | Key in approval code previously obtained via voice authorization or through an auth only transaction and press [ENTER]. |
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |

| Display Message | Operator Action |
|---|---|
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

***Ticket Only — Manual Entry***

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [–] key labeled [OFFLINE]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| TICKET ONLY<br>MUST FIRST RECV AUTH<br>[? ] [? ] [? ] | Please wait a few seconds while terminal displays this reminder message. |
| TICKET ONLY<br>ENTER ACCOUNT #<br>[? ] [? ] [? ] | Key in the cardholder's account number and press [ENTER]. |
| VISA TICKET ONLY<br>EXPIRY DATE? (MMYY)<br>[? ] [? ] [? ] | Key in the four-digit expiration date using two digits each for month and year (e.g., 0901 for September, 2001), then press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| IMPRINT REQUIRED…<br>IF CARD IS PRESENT<br>[? ] [? ] [? ] | If the card is present, make an imprint of the card with a manual imprinter. Press [ENTER] to proceed. |
| ENTER SERVER ID<br>_<br>[? ] [? ] [? ]<br>*(optional)* | Key in the server ID (up to four numeric characters) and press [ENTER] or simply press [ENTER] to skip this field.<br>(This is an optional prompt.) |
| FOOD/BEV AMT<br>$0.00<br>[? ] [? ] [? ] | Key in the amount of the sale without the decimal, then press [ENTER]. |
| TAX AMOUNT<br>$0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the tax amount and press [ENTER].<br>(This is an optional prompt.) |
| TIP AMOUNT<br>_<br>[? ] [? ] [? ] | Choose one of the following three options:<br>to add the tip, key in the amount and press [ENTER],<br>if there is no tip, press [0] key and press [ENTER],<br>to add the tip later, simply press [ENTER].<br><br>**NOTE**: Please follow the procedure on page 249 to add the tip later**.** |
| TIP AMOUNT<br>$0.00<br>[? ] [? ] [? ] | Key in the tip amount and press [ENTER]. If there is no tip amount, simply press [ENTER]. |
| INVOICE NUMBER?<br>[? ] [? ] [? ]<br>*(optional)* | Key in the guest check number and press [ENTER].<br>(This is an optional prompt.) |
| AUTH CODE<br>_<br>[? ] [? ] [? ] | Key in approval code previously obtained via voice authorization or through an auth only transaction and press [ENTER]. |

| Display Message | Operator Action |
|---|---|
| ACCEPTED XXX<br>[? ] [? ] [? ] | When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt. |
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the ticket only receipt will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX<br>Item: 004 VISA TKTO / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109 | –Merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method<br>–Card number, expiration date |
| INVOICE NUMBER.....: XX<br>SERVER ID .....: XXXX<br>APPROVAL CODE.....: 024558 | –Invoice (optional), operator ID (optional)<br>–Approval code previously received via call center or auth only transaction |
| **FOOD / BEV / TAX $ 10.00** | –Food, beverage and tax |
| **TIP $** _____ | –Tip |
| **TOTAL $** _____ | –Purchase amount (if tip prompt was bypassed) |
| X_____<br>_ | –Cardholder's signature |
| JOHN DOE | –Cardholder's name |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 11:00<br>Response.....: ACCEPTED XXX | –Date, day, and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

The finished customer copy* of the ticket only receipt will look like this:

| | |
|---|---|
| TICKET ONLY RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXX0031<br>DEVICE ID.....: XXXX<br>Item: 004 VISA TKTO / SWIPED<br>Acct: XXXXXXXXX0014 | –Truncated merchant ID<br>–Device (Terminal) ID<br>–Item number, card and trans. type, entry method<br>–Truncated card number, no expiration date |
| INVOICE NUMBER.....: XX<br>SERVER ID .....: XXXX<br>APPROVAL CODE.....: 024558 | –Invoice (optional), operator ID (optional)<br>–Approval code previously received via call center or authorization only transaction |
| **FOOD / BEV / TAX $ 10.00** | –Food, beverage and tax |
| **TIP $** _____ | –Tip |
| **TOTAL $** _____ | –Purchase amount (if tip prompt was bypassed) |
| | –No cardholder signature line |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 11:00<br>Response.....: ACCEPTED XXX | –Date, day, and time of transaction<br>–Response from host |
| BOTTOM COPY-CUSTOMER | |

*__NOTE__: If the masking parameters are not activated, both merchant and customer copies of the receipt will look identical.

### *VOID*

A void is a monetary transaction used to cancel a transaction completed in an open batch. Follow the steps below to void a transaction.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [VOID]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| VOID…ENTER ITEM #<br>_<br>[? ] [? ] [? ] | Key in the item number displayed on the receipt, or found in the item review and press [ENTER] or simply press [ENTER] to select the first item. |
| 003 SALE<br>$0.00<br>VOID NEXT<br>[? ] [? ] [? ] | The first line displays the item number, the transaction type, and the dollar amount. Press either the middle [? ] key to void the transaction or the right [? ] key to key in the next item number. |
| Void Item 003 Press<br>ENTER TO CONFIRM!<br>[? ] [? ] [? ] | Press [ENTER] to void the transaction. |
| ITEM #003 UPDATED!<br>[? ] [? ] [? ] | Please wait for the merchant copy of the receipt to print. |

| Display Message | Operator Action |
|---|---|
| PRINT CUST COPY<br>TEAR NOW, PRESS ENTER<br>[? ] [? ] [? ] | Tear the receipt copy along the serrated edge of the printer and either press [ENTER] to print the customer receipt copy or [CLEAR] to exit the function. |

The finished merchant copy of the void receipt will look like this:

| | |
|---|---|
| VOID RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX | –Merchant ID |
| DEVICE ID.....: XXXX | –Device (Terminal) ID |
| Item:001 VISA VSLE / SWIPED | –Item number, card and trans. type, entry method |
| Acct: XXXXXXXXXXXXX EXP: 09/01 | –Card number, expiration date |
| Invoice: XXXX<br>SERVER ID: XXXX | –Invoice ID (optional), server ID (optional), |
| **VOIDED**<br>**TOTAL $ 25.00** | –Total transaction amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if card swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>Response.....: APPROVED XXXXXX | –Date, day, and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

### *REPRINT*

The reprint function prints a duplicate copy of a captured transaction before the batch is closed. This feature cannot be used to reprint an authorization only transaction.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the [÷] key labeled [PRINT]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| REPRINT: ENTER ITEM #<br>_<br>[? ] [? ] [? ] | Key in the item number to print a duplicate receipt and press [ENTER]. |
| DUPLICATE<br>MERCH CUST<br>[? ] [? ] [? ]<br>*(optional)* | Press the right [? ] key to reprint the merchant copy or the left [? ] key to reprint the customer copy. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |

A duplicate merchant copy of the receipt will look like this:

| | |
|---|---|
| SALE RECEIPT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX<br>DEVICE ID.....: XXXX | –Non-truncated merchant ID<br>–Device (Terminal) ID |
| *** DUPLICATE ***<br>Item:001 VISA VSLE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 09/01 | –Item number, card and trans. type, entry method<br>–Card number, expiration date |
| Invoice: XXXX<br>SERVER ID: XXXX | –Invoice ID (optional), server ID (optional), |
| **FOOD / BEV / TAX $ 30.00** | –Food, beverage and tax |
| **TIP $**_____ | –Tip |
| **TOTAL $**_____ | –Total amount |
| X_____<br>JOHN DOE | –Cardholder's signature<br>–Cardholder's name (if card swiped) |
| I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT<br>(MERCHANT AGREEMENT IF RETURN) | –Cardholder agreement |
| COME AGAIN! | –Custom message |
| DATE: 01/03/00 TIME: 12:00P<br>Response.....: APPROVED XXXXXX | –Date, day, and time of transaction<br>–Response from host |
| TOP COPY-MERCHANT | |

### *REVIEW*

The review function enables the reviewing and printing of transactions currently stored in the batch. The review function includes a variety of options: item review, totals review for card and server ID totals (when applicable), item detail report and totals reports for card and server ID totals (when applicable). Reports can be displayed on the LinkPoint display panel or, if a printer is available, printed.

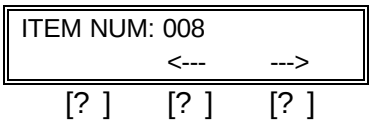
### *VIEW (Without Printing)*

#### *Item Review*

The procedures outlined below show how to display detailed transaction information.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select ITEM. |
| ENTER ITEM #<br>[? ] [? ] [? ] | Key in the item number to review and press [ENTER] or press [ENTER] for the first selection. |
| 001 SALE: $ 10.00<br>PREV NEXT VIEW<br>[? ] [? ] [? ] | Press the left [? ] key to see the previous item, the middle [? ] key to choose the next item or press the right [? ] key to view the selected item. |

**Display Message** **Operator Action**




Press the right [? ] key or the left [? ] key to scroll through the transaction information (i.e., transaction type, total, card type, card number, entry method, approval code, tip amount, transaction date and time, server ID, invoice number and item number).

***Total Review (Individual Card Totals)***

The procedures outlined below show how to display card totals information.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select VIEW. |
| CARD OPER ID TOTAL<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. |
| ENTER CARD TYPE<br>_<br>[? ] [? ] [? ] | Select card type:<br>1=VISA 2=VISA Purchasing Card 3=MasterCard 4=MasterCard Purchasing Card 5=AMEX 6=Discover 7=Diners Club/Carte Blanche 8=JCB 9=FDC 10=Debit and press [ENTER] to view the batch total for that card type only. To view the total batch amount, please use the procedure on page 293. |
| MASTERCARD $ 10.00<br>[? ] [? ] [? ] | The terminal displays the totals for the selected card. |

### *Total Review (Server Totals)*

The server ID totals can be viewed by following the procedures outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER].<br>(This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select VIEW. |
| CARDS OPER ID TOTAL<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select OPER ID. |
| OP ID<br>_<br>[? ] [? ] [? ] | Key in the individual server ID number (up to four numeric characters) and press [ENTER]. |
| OP 0001 $ 10.00<br>PREV NEXT<br>[? ] [? ] [? ] | The terminal displays the total for the individual server ID. Press the right [? ] key to select the next ID or press the left [? ] key to select the previous ID. |

***Total Review (Batch Card Totals)***

The batch totals by credit card and debit card can be viewed by following the procedures outlined below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. (This prompt is optional.) |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the middle [? ] key to select VIEW. |
| CARDS OPER ID TOTAL<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select TOTAL. |
| CREDIT TTL $0.00<br>[? ] [? ] [? ] | The total dollar amount of the credit card transactions in the batch is displayed. Press either [ENTER] to display the debit card transaction total of the batch or [CLEAR] to return to the READY prompt. |
| DEBIT TTL $0.00<br>[? ] [? ] [? ] | The total dollar amount of the debit card transactions in the batch is displayed. Press [CLEAR] to return to the READY prompt. |

### *PRINTING REPORTS*

#### *Line Item Report*

The line item report shows a single line of data for each transaction in the open batch. Please follow the procedure below to print this report.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select LINE. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select ITEM. Please wait for the report to print; when the printing stops, press [CLEAR] to return to the READY message. |

The finished line item report will look like this:

| | |
|---|---|
| LINE ITEM REPORT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXXX | –Merchant ID |
| CARD ITEM TRAN ACCT# TOTAL<br>-------- ------- -------- ---------- ----------<br>FDC 001 SALE 0-4569 10.00<br>VISA 002 TKTO 4-6555 20.00<br>AMEX 003 RTRN 3-5887 - 3.00 | –Category headings<br>–Card type, item number, trans. type, truncated card number and trans. total |
| **GRAND TOTAL** **27.00** | –Batch total |

### *Line Report (Card)*

This report contains a single line of transaction data for each individual transaction and is arranged by card type. Please follow the procedures below to print this report.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select LINE. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. Please wait for the report to print; when the printing stops, press [CLEAR] to return to the READY message. |

The finished line item report (card) will look like this:

| | |
|---|---|
| LINE ITEM REPORT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXXX | –Merchant ID |
| CARD ITEM TRAN ACCT# TOTAL<br>-------- ------- -------- ---------- ----------<br>VISA 002 TKTO 4-6555 2.00<br>AMEX 003 RTRN 3-5887 - 3.00<br>FDC 001 SALE 0-4569 1.00 | –Category headings<br>–Card type, item number, trans. type, truncated card number and trans. total |
| **GRAND TOTAL** **6.00** | –Batch total |

### *Line Report (Server ID)*

This report features a single line of transaction information for each transaction listed by server ID. To print a copy of this report, please follow the procedures below.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select LINE. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select OPERID. Please wait for the report to print; when the printing stops, press [CLEAR] to return to the READY message. |

The finished line item report will look like this:

```
                    LINE ITEM REPORT


                      RESTAURANT
                  CROSSROADS MEGA-MALL
                    123 MAIN STREET
                  ANYWHERE, USA 12345
                  PHONE: (XXX) XXX-XXXX
                   FAX: (XXX) XXX-XXXX

MERCHANT ID .....: XXXXXXXXXXXXXXXX

                        ** CREDIT RECORDS **
ITEM   ACCT#   TRAN      TIP          TOTAL
-------- ---------- -------- ------ ------------
001    4-6555   SALE     10.00         100.00
SERVER  1 TOTAL      = 10.00         100.00

002    3-7411    SALE      5.00          50.00
003    5-8710    AUTH      0.00          20.00
SERVER 2 TOTAL       =  5.00          70.00


GRAND TOTAL                          170.00
```

–Transaction type specification

–Customized header (up to 6 lines)

–Merchant ID

–Category headings

–Item number, truncated account number, trans. type, tip and trans. total

–Batch total

***Item Detail Report***

This report displays detailed information for each transaction in the open batch. Please follow the procedures below to print a copy of this report.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select DETAIL. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select ITEM. Please wait for the report to print; when the printing stops, press [CLEAR] to return to the READY message. |

The finished item detail report will look like this:

```
                    ITEM DETAIL REPORT

                       RESTAURANT
                  CROSSROADS MEGA-MALL
                     123 MAIN STREET
                   ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                     FAX: (XXX) XXX-XXXX

                  DATE: 01/03/00   TIME: 12:00

MERCHANT ID .....: XXXXXXXXXXXXXXX

Item: 001 VISA SALE / SWIPED
Acct: XXXXXXXXXXXXX  EXP: 0109
INVOICE .....: XX
SERVER ID .....: XXXX
Date: 01/03/00  Time: 12:00
RESP: AUTH/TKT  XXXXXX
AMOUNT        TIP             TOTAL
   1.00        0.25              1.25

Item: 002 VISA TKTO / SWIPED
Acct: XXXXXXXXXXXXX  EXP: 0109
SERVER ID .....: XXXX
Date: 01/03/00  Time: 12:05
RESP: ACCEPTED  XXX
AMOUNT        TIP             TOTAL
   2.00        0.50              2.50

Item: 003 AMEX SALE / KEYED
Acct: XXXXXXXXXXXXX  EXP: 1202
SERVER ID .....: XXXX
Date: 01/03/00  Time: 12:05
RESP: ACCEPTED  XXX
AMOUNT        TIP             TOTAL
   5.00        1.50              6.50


GRAND TOTAL                  10.25
```

–Transaction type specification

–Customized header (up to 6 lines)

–Date and time report was printed

–Merchant ID

–Item number, card type, trans. type, entry method, credit card number, expiration date (if card was swiped, month and year will be reversed), invoice number, operator ID, trans. date and time, trans. response and approval code, base amount, tip amount and trans. total

–Batch total

### *Card Detail Report*

This report shows detailed transaction information by credit card type. Please follow the procedures below to print a copy of this report.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES ->[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select DETAIL. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. Please wait for the report to print; when the printing stops, press [CLEAR] to return to the READY message. |

The finished card detail report will look like this:

| | |
|---|---|
| ITEM DETAIL REPORT | –Transaction type specification |
| RESTAURANT<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| DATE: 01/03/00 TIME: 12:45 | –Report date and time |
| MERCHANT ID .....: XXXXXXXXXXXXXXX | –Merchant ID |
| Item: 001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109<br>SERVER ID .....: XXXX<br>Date: 01/03/00 Time: 12:00<br>RESP: AUTH/TKT XXXXXX<br>AMOUNT TIP TOTAL<br>1.00 0.25 1.25 | –Item number, card type, trans. type, entry method, credit card number, expiration date (if card was swiped, month and year will be reversed), operator ID, trans. date and time, trans. response and approval code, base amount, tip amount and trans. total |
| Item: 002 MC TKTO / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109<br>SERVER ID .....: XXXX<br>Date: 01/03/00 Time: 12:05<br>RESP: ACCEPTED XXX<br>AMOUNT TIP TOTAL<br>3.00 0.75 3.75 | |
| Item: 003 AMEX SALE / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 1202<br>SERVER ID .....: XXXX<br>Date: 01/03/00 Time: 12:05<br>RESP: ACCEPTED XXX<br>AMOUNT TIP TOTAL<br>5.00 1.50 6.50 | |
| **GRAND TOTAL 11.50** | –Batch total |

### *Operator ID Detail Report*

This report shows detailed transaction information by operator ID. Please follow the procedures below to print a copy of this report.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the left [? ] key to select DETAIL. |
| SORT BY<br>ITEM CARD OPERID<br>[? ] [? ] [? ] | Press the left [? ] key to select OPERID. Please wait for the report to print; when the printing stops, press [CLEAR] to return to the READY message. |

The finished operator ID detail report will look like this:

| | |
|---|---|
| ITEM DETAIL REPORT | –Transaction type specification |
| RESTAURANT STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| MERCHANT ID .....: XXXXXXXXXXXXXXX | –Merchant ID |
| Item: 001 VISA SALE / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0207<br>SERVER ID .....: 1<br>Date: 01/03/00 Time: 12:00<br>RESP: AUTH/TKT XXXXXX<br>AMOUNT TIP TOTAL<br>2.00 1.00 3.00 | –Item number, card type, trans. type, entry method, credit card number, expiration date (if card was swiped, month and year are reversed), operator ID, trans. date and time, trans. response and approval code<br><br>–Base amount, tip amount and trans. total |
| Item: 003 VISA RTRN / SWIPED<br>Acct: XXXXXXXXXXXXX EXP: 0109<br>SERVER ID .....: 1<br>Date: 01/03/00 Time: 12:15<br>RESP: ACCEPTED XXX<br>AMOUNT TIP TOTAL<br>5.00 1.50 6.50 | |
| Item: 002 MC SALE / KEYED<br>Acct: XXXXXXXXXXXXX EXP: 1202<br>SERVER ID .....: 2<br>Date: 01/03/00 Time: 12:05<br>RESP: ACCEPTED XXX<br>AMOUNT TIP TOTAL<br>7.00 2.00 9.00 | –Item number, card type, trans. type, entry method, credit card number, expiration date (if card was swiped, month and year are reversed), next operator ID, trans. date and time, trans. response and approval code<br><br>–Base amount, tip amount and trans. total |
| **GRAND TOTAL 18.50** | –Batch total |

### *Summary Report (Card Totals)*

This report not only shows a single line of data for each transaction by card type, but it also shows a summary line detailing the total transaction amount for each card type. Please follow the procedures below to produce a copy of this report.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select SUMMARY. |
| OPEN<br>CARD TIPS<br>TABS<br>[? ] [? ] [? ] | Press the left [? ] key to select CARD. Please wait for the report to print. After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

The finished summary report will look like this:

```
                    BATCH SUMMARY REPORT

                    RESTAURANT STORE
                    CROSSROADS MEGA-MALL
                    123 MAIN STREET
                    ANYWHERE, USA 12345
                    PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

                    DATE: 01/03/00 TIME: 12:35

MERCHANT ID .....: XXXXXXXXXXXXXXXX

CARD   ITEM   TRAN    ACCT#       TOTAL
--------  -------  --------  ----------  ----------
VISA    001     SALE    4-6555          2.50
  VISA TOTALS  ===========      $  2.50

MC      002     SALE    5-6969          9.00
  MC TOTALS  ============      $  9.00

AMEX  003     RTRN    3-5887         -3.00
  AMEX TOTALS ===========      $ -3.00

GRAND TOTAL                      8.50
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

–Category headings

–Card type, item number, trans. type, account number, card total

–Batch total

### *Summary Report (Tip Totals)*

This procedure produces a report that lists either tip totals for all server or tip totals for selected servers in the open batch.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [REVIEW]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| ITEM VIEW PRINT<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select PRINT. |
| LINE DETAIL SUMMARY<br>\| \| \|<br>[? ] [? ] [? ] | Press the right [? ] key to select SUMMARY. |
| OPEN<br>CARD TIPS<br>TABS<br>[? ] [? ] [? ] | Press the middle [? ] key to select TIPS. |
| ALL OPERID TOTAL<br>[? ] [? ] [? ] | Either press the left [? ] key to print the tip total and item numbers for all server ID's, press the middle [? ] key to print a single server's tips or press the right [? ] key to print a list of tip totals and transaction dollar amounts. Please wait for the report to print. After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

| **Display Message** | **Operator Action** |
|---|---|
| or | or |
| ENTER OPER ID<br>[? ] [? ] [? ] | Key in the appropriate server ID number and press [ENTER]. After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

The finished tip detail report for all servers will look like this:

```
                    SERVER TOTALS REPORT

                    RESTAURANT STORE
                  CROSSROADS MEGA-MALL
                    123 MAIN STREET
                  ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

                   DATE: 01/03/00 TIME: 12:50

MERCHANT ID .....: XXXXXXXXXXXXXXXX


                      ** CREDIT RECORDS **
ITEM   ACCT#      TRAN     TIP       TOTAL
--------  ----------     --------     ------     ------------
001    4-6555      SALE    10.00      200.00
SERVER  1 TOTAL        = 10.00      200.00

002    3-7411      SALE     5.00       50.00
003    5-8710      AUTH     0.00       20.00
SERVER 2 TOTAL         =   5.00       70.00
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

–Category headings

–Item number, account number, trans. type, tip and total amounts

The finished tip detail report for an individual server will look like this:

```
                    SERVER ID 2 REPORT

                    RESTAURANT STORE
                  CROSSROADS MEGA-MALL
                    123 MAIN STREET
                  ANYWHERE, USA 12345
                   PHONE: (XXX) XXX-XXXX
                    FAX: (XXX) XXX-XXXX

                  DATE: 01/03/00 TIME: 12:50

MERCHANT ID .....: XXXXXXXXXXXXXXXX


                      ** CREDIT RECORDS **
ITEM   ACCT#   TRAN     TIP          TOTAL
-------- ---------- --------  ------  ------------
 002    5-8974   SALE      20.00        250.00


      CARD TOTAL            20.00        250.00

                      ** DEBIT RECORDS **
ITEM   ACCT#   TRAN     TIP          TOTAL
-------- ---------- --------  ------  ------------


      DEBIT TOTAL           0.00          0.00

$  20.00 TIPS RECEIVED BY SERVER 2

X_____________________________________________
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

–Category headings

–Item number, account number, trans. type, tip and total amounts

–Credit card total

–Category headings

–Item number, account number, trans. type, tip and total amounts

–Debit card total

–Tip total

–Operator signature line

The finished server totals report will look like this:

```
                    SERVER TOTALS REPORT

                          RESTAURANT
                    CROSSROADS MEGA-MALL
                       123 MAIN STREET
                     ANYWHERE, USA 12345
                     PHONE: (XXX) XXX-XXXX
                       FAX: (XXX) XXX-XXXX

                    DATE: 01/03/00 TIME: 12:50

MERCHANT ID .....: XXXXXXXXXXXXXXXX

  SERVER ID   TRANS    TIP       TOTAL
  ----------  -------  -------   ----------
      1          1      5.00      10.00
      2          1      2.00      20.00
      3          2      9.00      50.00

TOTALS:          4     16.00      80.00
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

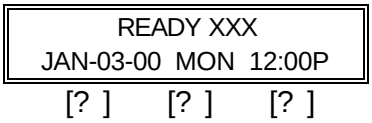
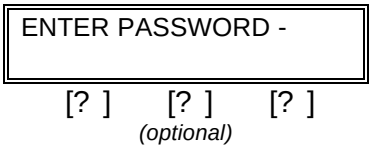
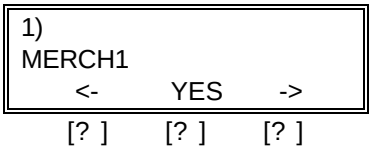
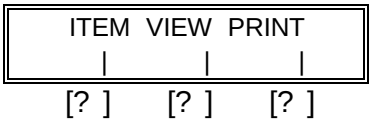
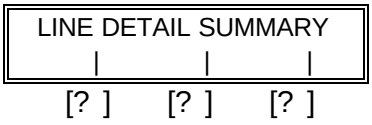
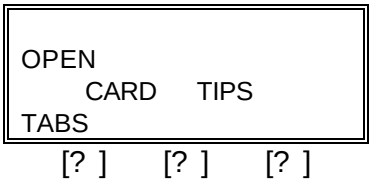
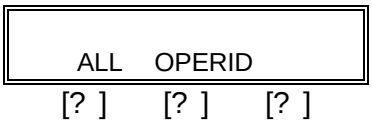
–Category headings

–Server ID, number of trans., tip and amount totals

–Trans., tip and amount totals

***Summary Report (Open Tabs)***

This procedure produces a report that either summarizes all the open tabs for all operators or the all the open tabs for a specific operator in an open batch.

| Display Message | Operator Action |
|---|---|
|  | Press the key labeled [REVIEW]. |
|  | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
|  | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
|  | Press the right [? ] key to select PRINT. |
|  | Press the right [? ] key to select SUMMARY. |
|  | Press the right [? ] key to select OPEN TABS. |
|  | Either press the middle [? ] key to print a single operator's tabs or press the left [? ] key to print the open tabs for all server ID's. Please wait for the report to print. After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

| Display Message | Operator Action |
|---|---|
| or | or |
| ENTER OPER ID<br>[? ] [? ] [? ] | Key in the appropriate server ID number and press [ENTER]. After printing stops, users can choose to print another report or simply press [CLEAR] to return to the READY message. |

The finished open tab detail report will look like this:

| | |
|---|---|
| OPEN TAB DETAIL REPORT | –Transaction type specification |
| RETAIL TIP<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| DATE: 01/03/00 TIME: 12:00 | –Merchant ID |
| MERCHANT ID .....: XXXXXXXXXXXXXXXX | –Item number, card type, operator ID, credit card number, expiration date (if card was swiped, month and day are reversed), operator ID, response, approval code and transaction amount |
| TAB: 005 CARD:VISA SERVER ID: 2<br>Acct: XXXXXXXXXXXXXX EXP DATE: 0207<br>RESP: APPROVED XXXXXX AMT: $ 20.00 | |
| END OF TABS | |

The finished operator ID open tabs report for all servers will look like this:

| | |
|---|---|
| SERVER ID 2 OPEN TAB REPORT | –Report type specification |
| RESTAURANT STORE<br>CROSSROADS MEGA-MALL<br>123 MAIN STREET<br>ANYWHERE, USA 12345<br>PHONE: (XXX) XXX-XXXX<br>FAX: (XXX) XXX-XXXX | –Customized header (up to 6 lines) |
| DATE: 01/03/00 TIME: 12:00 | –Report date and time |
| MERCHANT ID .....: XXXXXXXXXXXXXXXX | –Merchant ID |
| TAB: 005 CARD:VISA SERVER ID: 2<br>Acct: XXXXXXXXXXXXXX EXP DATE: 0207<br>RESP: APPROVED XXXXXX AMT: $ 20.00 | –Item number, card type, operator ID, credit card number, expiration date (if card was swiped, month and year are reversed), operator ID, response, approval code and transaction amount |
| END OF TABS | |

### *CLOSE BATCH*

The close batch procedure is a monetary transaction used to summarize daily sales and ticket only functions for electronic deposit into the merchant's bank account. Follow the steps below to summarize transactions for electronic deposit. Auto close is not available on the restaurant application.

| Display Message | Operator Action |
|---|---|
| READY XXX<br>JAN-03-00 MON 12:00P<br>[? ] [? ] [? ] | Press the key labeled [CLOSE]. |
| ENTER PASSWORD -<br>[? ] [? ] [? ]<br>*(optional)* | If prompted, key in the password (the default is [1][2][3][1][2][3]) and press [ENTER]. |
| 1)<br>MERCH1<br><- YES -><br>[? ] [? ] [? ]<br>*(optional)* | In multiple merchant programs, the user must choose the correct merchant account to process a transaction. The different merchant account numbers are assigned a one digit number within the terminal. If the correct one digit number appears, press the middle [? ] key to continue processing. If the correct one digit number does not appear, press either the left or right [? ] key until the correct one digit number does appear. |
| 001 SALE $<br>10.00<br>OK? ADD<br>TIP?<br>[? ] [? ] [? ] | Finalize any untipped items following the procedure on page 249. |
| PRINT REPORT?<br>YES NO<br>[? ] [? ] [? ]<br>*(optional)* | Press the left [? ] key to print a report or the right [? ] key to skip this step. |
| ENTER TOTAL AMOUNT<br>$<br>0.00<br>[? ] [? ] [? ]<br>*(optional)* | Key in the total batch amount and press [ENTER]. Depending on setup, this prompt may or may not appear. |
| *Terminal displays several messages* | Please wait while the terminal communicates with the host computer. |

| Display Message | Operator Action |
|---|---|
| CLOSE 000000.00<br>[? ] [? ] [? ] | After printing stops, press [CLEAR] to return to the READY message. |

The finished batch summary report will look like this:

```
                BATCH SUMMARY REPORT

                RESTAURANT STORE
              CROSSROADS MEGA-MALL
                123 MAIN STREET
              ANYWHERE, USA 12345
              PHONE: (XXX) XXX-XXXX
                FAX: (XXX) XXX-XXXX

              DATE: 01/03/00 TIME: 12:35

MERCHANT ID .....: XXXXXXXXXXXXXXXX

CARD   ITEM   TRAN    ACCT#       TOTAL
--------  -------  --------  ----------  ----------
VISA    001     SALE    4-6555          2.50
  VISA TOTALS  ===========      $  2.50

MC      002     SALE   5-6969           9.00
  MC TOTALS  ============      $  9.00

AMEX  003     RTRN   3-5887          -3.00
  AMEX TOTALS ===========      $ -3.00

GRAND TOTAL                      8.50
```

–Transaction type specification

–Customized header (up to 6 lines)

–Report date and time

–Merchant ID

–Category headings

–Card type, item number, trans. type, account number, card total

–Batch total

The completed batch receipt will look like this:

```
                BATCH CLOSED

              DATE 01/03/00     TIME 11:00P

MERCH ID: XXXXXXXXXXXXXX

ITEMS:  XXX
RESP:  CLOSE   00000.00
```

–Date and time of close

–Merchant ID

–Total number of items in batch

–Response from host, total dollar amount of transactions in batch

## APPENDIX A—PROMPTS, ERROR MESSAGES AND TROUBLESHOOTING

This appendix explains the meaning of the different terminal prompts.

| | |
|---|---|
| **ABORT TRANSACTION** | Message displays either when the user cancels a transaction during processing or when terminal is unable to reach the host computer to complete a transaction. |
| **ALREADY VOIDED** | The selected item in the batch was already voided. |
| **APPROVAL CODE** | This message prompts for the entry of the authorization code during a ticket only transaction. Enter the authorization code received earlier to continue with the transaction. |
| **BAD ACCOUNT NUMBER** | Either a card has been swiped or an account number entered that the terminal is not programmed to accept. Try the transaction again or ask for another form of payment. |
| **BATCH SUMMARY** | Displays during the printing of a report that lists: individual bankcard transactions and totals, credit card transactions and totals and ATM/debit card totals. |
| **CALL VOICE CENTER** | Contact the voice authorization center and request a verbal approval number. |
| **CALL HELP DESK TO VERIFY CLOSE** | If this message appears, the terminal did not get confirmation that the batch closed on the host computer properly. Contact card processor immediately and follow instructions on how to manually clear terminal batch. |
| **CASH BACK AMOUNT** | This message prompts after YES is selected at the CASH BACK? prompt. |
| **CLEAR TO RESUME** | This is the main menu display in the boot mode. Press the [CLEAR] key to exit the function. |

| | |
|---|---|
| **COMM ERROR #55** | Displays when the terminal attempts to dial out and it cannot make a connection. Please confirm that the terminal telephone line is in working order. |
| **COMM ERROR #60** | Displays when the terminal contacted the host computer but the data is corrupt. |
| **CONNECT ERROR** | The terminal has detected an error while connecting to the host computer. Please try the transaction again. |
| **CONNECTED** | This message displays when the terminal connects to the host computer. |
| **DECLINED** | The card has been declined by the host computer. |
| **DIALING...** | This message is displayed when the terminal begins dial out. |
| **ENTER APPL. ID** | This message prompts during the download request. |
| **ENTER LAST 4 DIGITS** | Card fraud protection prompt displayed after a card is swiped. |
| **ENTER PASSWORD** | This message prompts when a password is required to access a function or transaction. |
| **ERROR CHECK PIN PAD** | Terminal is not registering the PIN pad. Confirm that unit is properly installed to the terminal. |
| **ERROR CHECK PRINTER** | User may not have a printer or it may not be installed properly. Check that the printer is securely connected to the back of the terminal, that the power is turned on, and that it is enabled via the terminal setup. |
| **EXPIRED CARD** | The expiration date sent with the authorization request indicates that the card has expired. If the card is not expired, the terminal may be programmed with the incorrect date. |

**EXPIRY DATE? (MMYY)** This message prompts after the keyed entry of the cardholder's account number.

**IMPRINT REQUIRED IF CARD IS PRESENT** This message prompts after the card number and the expiration date are entered. Press [ENTER] to continue the transaction.

**INVALID AMOUNT** The terminal allows a maximum amount entry of nine positions including the decimal point ($123456.78) or a minimum amount entry of $.01. The amount entered does not fall within these parameters.

**INVALID CARD NUMBER** The cardholder's account information transmitted to the host computer is not valid (i.e., sending incorrect magnetic stripe data).

**INVALID EXP DATE** The expiration date entered was formatted incorrectly. The correct date format is MMYY (i.e., for JANUARY 2002, 0102 should be entered).

**INVALID KEY** This message displays when an unavailable key is pressed.

**INVALID LAST 4 DIGITS** The four digits entered do not match the last four digits encoded on the magnetic stripe of the card swiped through the terminal. Attempt to enter the last four digits again. If there is no match, the terminal will return to the READY prompt.

**INVALID PIN** The transaction was DECLINED because the customer entered an incorrect PIN.

**INVALID SERVICE** Optional service is not enabled.

**INVALID TERM ID** The terminal has been programmed incorrectly.

**INVALID TRAN TYPE** The terminal may not be programmed to accept this transaction (i.e., terminal may not be setup to accept this card type).

| | |
|---|---|
| **INVALID ZIP CODE** | The Zip Code was entered incorrectly. The correct format is a five or nine digit Zip Code. |
| **ITEM NOT FOUND** | The terminal displays this message when it cannot find the information requested (i.e., there is no item number 99 in the current batch). Try a different item number. |
| **MUST CLOSE BATCH BEFORE CONTINUING** | This message displays just before the terminal buffer is completely full to prevent the terminal from locking up; instructs the user to close the batch before being able to continue. |
| **MUST FIRST RECV AUTH** | This message prompts for approximately three seconds each time the [X] [OFFLINE] key is pressed. |
| **MUST PERFORM FULL DOWNLOAD FIRST** | This message prompts when a partial download is requested but the application is not yet loaded into the terminal. |
| **NO CARRIER** | This message displays when a modem/RS232 error occurs. |
| **NO DIAL TONE** | This message displays when the phone line is not detected. |
| **NO LINE** | The terminal cannot detect a telephone line connection. Make sure that the telephone cord is securely plugged into the terminal. |
| **NO MERCHANT ID** | The terminal was incorrectly programmed without one of the required ID's for credit card, split dial or check processing transactions. |
| **NO PIN PAD** | A PIN pad is not connected to the terminal or it is not activated. An ATM/debit sale cannot be performed without a PIN pad. |
| **NO PHONE NUMBER** | The message displays when the primary host and/or the secondary host phone number(s) were not downloaded into the terminal. |

| | |
|---|---|
| **NO TOTALS FOUND** | No transactions were found for the card type selected. |
| **PICK UP CARD** | The host computer has detected that the card used is no longer valid or it may be lost or stolen. |
| **PRINTER REQUIRED FOR DEBIT CARD SALES** | This message prompts when the [ATM/DEBIT] key is pressed but a printer is not connected/enabled. A printer must be connected, enabled, and powered on to perform an ATM/debit sale. |
| **PROMPTS FILE** | Displays during initialization of the terminal after a full or a partial download. |
| **READY XXX** | The line 1 default idle prompt displays the number of transactions left in the batch. |
| **RECEIVING...** | This message displays when the terminal is receiving a response from the host computer via modem. |
| **SWIPE CARD** | User attempted (1) to key in an ATM/debit sale; ATM/debit sales must be swiped or (2) to key in a transaction when the terminal is downloaded with the keyed parameter disabled. |
| **TASK ERR #141** | Message displays when a close function was attempted on a batch with no transactions. |
| **TASK ERR #146** | Message displays when there are no transactions in the current batch. |
| **UNREADABLE CARD** | The magnetic stripe of the swiped card may be damaged or the card reader may be obstructed or otherwise requires cleaning. |
| **WAITING FOR LINE** | Message displays when terminal is trying to access a valid phone line to complete a transaction. Confirm that the terminal is connected to the phone line properly. |
| **WAITING FOR PIN** | Prompts on the PIN pad while it waits for the customer to enter his/her PIN number. |

## APPENDIX B—ADDITIONAL TROUBLESHOOTING GUIDELINES

This appendix identifies some additional problems that may be encountered and the actions necessary to correct them.

**DISPLAY PANEL MALFUNCTION**

If the LinkPoint displays incorrect information, such as an unreadable message or nothing at all, it may have a power problem or be a defective terminal. The terminal application may not have been properly loaded.

**KEYPAD MALFUNCTION**

Check the display panel. If it displays the wrong characters or nothing at all, refer to the section *Display Panel Malfunction* above. Press several keys; a beep should be heard each time. If the "beep" works, make sure the correct data is being entered.

**PRINTER MALFUNCTION**

Check that the printer paper is properly loaded in the printer. The printer will not operate unless a roll of paper is correctly installed. Check the terminal for signs of power failure. Press the [CLEAR] key and try the operation again; an improper command may have been used.

## GLOSSARY

**AC** Alternating Current is used as a primary source of power by AC adapters and power supplies.

**AC Adapter** A device that converts AC electrical current to a different DC current so that it can be used by a particular device.

**Account Number** (1) A unique series or group of digits used to numerically identify each cardholder. (2) The unique identification number assigned to the account of a specific party, within a given institution.

**Alphanumeric** Capable of using both alphabetic and numeric characters, as in a display panel, keypad, or a computer keypad.

**Application** A software program designed with special codes, stored in the memory for a specific purpose or customer.

**ATM/Debit** A monetary function that transfers funds from the cardholder's ATM/debit account.

**Authorization** The process used by card issuers to approve or decline a transaction request.

**Authorization Only** A nonmonetary function that verifies the availability of the cardholder's credit and reserves the authorized amount.

**Baud** Signaling speed equal to the number of signal events per second.

**Card Reader** The slot on the terminal that automatically reads the magnetic stripe or bar code on the back of an encoded card (bankcard or credit card).

**Carrier** A frequency signal or tone sent over the telephone or communication line and modulated by the modem to transmit/receive data.

**Cash Back Maximum** Downloaded feature to establish the maximum amount of cash back allowed by the merchant.

**Cash Back Minimum** Downloaded feature to establish the minimum amount of cash back allowed by the merchant.

**Close (host response)** The batch was successfully closed and the transactions sent to the host computer.

**Close Batch** A monetary transaction used to summarize the day's transactions for electronic deposit to the merchant's bank account.

**CPU** Central Processing Unit. The brain of the computer or terminal that controls either directly or indirectly every function and device associated with the computer/terminal.

**Customer ID Number** A number used by merchants to identify themselves to the host computer at their bank or financial institution.

**Data** Information prepared in a particular format for use by the terminal or host computer for a specific transaction or operation.

**Display** The small screen on the terminal that displays messages to guide users through different operations and to alert users when errors or problems occur.

**EPROM** Erasable Programmable Read-Only Memory. A type of memory chip permanently stored in the terminal. Contains the standard application, operating system, and fixed prompts.

**File** A collection of related data.

**Force (host response)** There was a discrepancy between the transactions sent to the host and the transactions stored in the host computer. The terminal forced closure, the batch was successfully closed, and the transactions sent to the host computer.

**Fraud Control** Measures taken to prevent unauthorized use of a credit or debit card.

**Host Computer** A computer used to process credit card and debit card transactions.

**Invalid (host response)** One or more credit card numbers sent to the host computer were invalid. The terminal forced closure, the batch was successfully closed, and the information sent to the host computer.

**Keypad** The key panel used for entering data and performing operations.

**Manual Transaction** Transaction using account information entered from the keypad rather than automatic reading devices such as the card reader.

**PIN** Personal Identification Number. A four- to sixteen-digit confidential code or electronic signature used by the card holder to identify themselves to the host computer as the proper user of a credit or debit card.

**PIN pad** A Personal Identification Number pad is an encrypted input device used for entering a private identification code that validates a transaction.

**Reprint** A nonmonetary transaction used to print a duplicate copy of a captured transaction before the batch is closed.

**Return]** A monetary transaction used to reverse a previous day's transaction. This transaction credits the cardholder's account.

**Review** A nonmonetary function used to review and print individual items and batch totals as an aid in reconciling a given day's transactions.

**Sale** A monetary transaction that initiates the transfer of funds. A sale can be transacted either by card swipe (magnetic card reader) or by manual entry of the information.

**Scroll** To move text across a display screen.

**Serial Port** A connector used to communicate with host computers, other terminals and printers.

**Swipe** The action of sliding a card through a terminal's card reader.

**Telephone Line Cord** A type of cord with modular plugs for connecting a device to another device or outlet.

**Terminal** A device used to perform transactions. The transactions are processed by the terminal itself or by a host computer. These devices have a display panel, keypad, card reader and are used to enter transaction information.

**Ticket Only** A monetary transaction used to initiate a deposit in two situations: (1) following an authorization only transaction, and (2) to complete a transaction initiated by voice authorization also known as “force” or “post authorization.”

**Track 1 Data** The information stored on track 1 of the card’s magnetic stripe includes the cardholder’s name, account number, expiration date and security data.

**Track 2 Data** American Bankers Association information stored on track 2 of the card’s magnetic stripe. Includes the cardholder’s account number, expiration date and security data.

**12 Hour Clock** Downloaded feature that allows the display of time in 12 or 24 hour format.

**Void** A monetary transaction used to eliminate a prior “current batch” sale. A receipt is generated to be included with that day’s drafts and tickets.

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